

Directory of Services

By Nichola Read

*For People with Multiple Sclerosis
In the South East Region*



 **MS**Ireland
THE MULTIPLE SCLEROSIS SOCIETY OF IRELAND

The Multiple Sclerosis Society of Ireland



The Aim

That people with MS live their life to the full.

The Process

To provide opportunities for people with MS and to explore their experience, to make choices in relation to aspects of their lives, to encourage independence and make choices, to discover options and participate in the realisation of these choices.

The MS Society South East Project covers a geographical area of five counties: Carlow, Kilkenny, Tipperary South, Waterford and Wexford

This regional base is located at:

The Multiple Sclerosis Society of Ireland
Walkin Street
Kilkenny
Co Kilkenny

Tel: 056 77 77 77 1
Information line: 1850 233 233
Email: southeast@ms-society.ie
www.ms-society.ie

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Welcome to the Directory of Services

The Directory of Services acts as a signpost to guide people to useful services and in assisting optimal management of a diverse and chronic condition. The MS Society of Ireland recommends people to get as much back up information as necessary to know how best to manage symptoms. The Directory guides people to find information at source and encourages people to develop their skills in self management: physical, mental, emotional and social wellbeing.

The Directory is laid out in the order in which a person with MS generally looks for information. When a person with MS first contacts a service, it is usually a medical/health issue that presents, followed by family/relationship concerns and later to decisions on allowances etc. Services are arranged according to the most common issues:

- Health & Wellbeing
- Finance & Budgeting
- Transport
- Accommodation & Housing
- Education & Training
- Employment & Career
- Law & Equality
- Insurance & Assurance
- Assistive Technology, Aids & Appliances

Each section commences with a mainstream, statutory service provision to which the public may be entitled. This is followed by Community and Voluntary service provision which may be free or available for a nominal fee. Private service provision is also included for those with private cover or who have the finances to pay. Information begins with services available at local level. Where a service is not available locally or regionally, the national/ international contact is provided.

It is probable, despite the Directory of Services being ‘hot off the press’ that some information contained is already dated. That is the nature of service development. Services evolve and reconfigure reflecting changing needs and the availability of resources. The MS Society of Ireland hopes to keep the Directory of Services up to date via the internet. While a hard copy of the directory is useful to have handy, it is the World Wide Web that has the capacity to keep information live. Knowing where and how to access useful information is an important skill in self-management of a chronic illness. What is becoming more apparent is the need for people with MS, of all ages, to know how to access the internet and keep abreast of services.

It gives me great pleasure to introduce the Directory of Services for People with MS in the South East. I believe it is a useful tool to guide people with MS and their families in how to access services in the South East.

Katie Hourigan
Regional Coordinator

Acknowledgement

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We would also like to acknowledge the financial support received from Citizens Information Board in publishing the Directory of services. Thank you.

Disclaimer

The views and opinions expressed here are those of individual contributors and may not reflect the views and policies of the MS Society of Ireland. Whilst every effort has been made to ensure the accuracy of the information provided, the MS Society of Ireland is not responsible for any error or inaccuracy contained herein.

Contents

MS Society of Ireland Aim	i
Welcome	ii
Acknowledgements	iii
Table of Contents	iv

Multiple Sclerosis	1
---------------------------	----------

The MS Society of Ireland	2
----------------------------------	----------

Health & Wellbeing	6
-------------------------------	----------

Community Care
Primary Care Team
Healthcare Professionals
Allowances for medical needs
Carers
Exercise

Finance & Budgeting	30
--------------------------------	-----------

Financial advice
Entitlements for People with Disabilities
Welfare

Transport	34
------------------	-----------

Local transport
National transport
International Travel
Drivers & Passengers in Private Cars

Accommodation & Housing	45
------------------------------------	-----------

Home owners
Independent Living
Social Housing
Supported accommodation
Long-term residential care
Homeless
Heating your home
Other accommodation issues

Education & Training	59
---------------------------------	-----------

Career guidance
Further education
Third-level education

Contents

Employment & Career

66

Employment supports

Employment Rights

Self Employed

Social Welfare Payments & Employment

Law & Equality

69

Legal aid, advice & information services

General Enforcement Bodies

Public service complaints

Insurance & Assurance

77

Assistive Technology, Aids & Appliances

78

Contacts

81

Multiple Sclerosis

Multiple Sclerosis (MS) is a common neurological condition, affecting approximately 7,000 people in Ireland.

MS is a disease of the brain and spinal cord (central nervous system). The central nervous system acts like a switchboard sending electrical messages along the nerves to various parts of the body. These electrical messages instruct the body to perform various tasks, such as movement or thought. Most healthy fibres are insulated by myelin, a fatty substance which aids the flow of messages. In MS, the myelin breaks down or becomes scarred. This distorts or even blocks the flow of messages, resulting in the many symptoms of MS. Many people explain MS like a faulty electrical flex on a kettle. If the insulating flex breaks, it exposes the wires underneath making them more vulnerable to damage.

The causes of MS are unknown. Although MS is not hereditary, research suggests that a combination of genetic and environmental factors may play a role in its development.

MS affects different people in different ways. Some people may be only mildly affected throughout their lives while, for others, progression may occur quite quickly. Most people with MS experience something in between. It is not always clear what level of MS someone has, particularly when newly diagnosed. Regardless of the type of MS, health professionals will base symptom management on individual needs.

Although MS is a progressive neurological condition that can affect a person's health, lifestyle and relationships, many people with MS find ways to manage and cope with the effects and difficulties. Living from day-to-day with MS is a combination of many things. Medically, it is about working with health professionals to find suitable treatments and interventions that can keep you healthy. Socially, it is about finding ways to maintain participation in society through your home life, work, leisure pursuits and community activity. Emotionally, it is about finding ways to cope with challenges and maintain good mental health.

Each person and family lives with MS differently. Understanding how MS affects your mind and body, availing of services and resources and building a supportive environment are all elements a person needs to consider when developing coping mechanisms for living with MS. Living comfortably with MS is possible for many people.

The MS Society of Ireland

The Multiple Sclerosis Society of Ireland (MSI) is a national voluntary organisation whose aim is that people with multiple sclerosis (MS) live their lives to the full.

The process the MS Society uses to achieve this aim is to “provide opportunities for people with MS to explore their experience, to make choices in relation to aspects of their lives, to discover options, make choices and participate in the realisation of these choices.”

In practice MSI encourages people with MS to help themselves by providing opportunities to come together with others to influence positive change in their community. It facilitates people to become aware of their collective needs, through physical activity programmes, sharing information and developing programmes to meet their needs. It also involves them working in partnership with other neurological/neuro - rehabilitative agencies in support of collective action.

MSI is part of an international network of MS Societies. MSI works closely with the MS International Federation. It is also a member of the European Platform of MS Societies.

MSI collaborates with a range of statutory and non statutory organisations in providing services to people with MS; their families, employers and service providers. MSI includes a national office based in Dublin, 10 regional projects covering the same geographical areas as the HSE as well as 41 local voluntary branches.

The South East Project covers five counties: Carlow, Kilkenny, Tipperary South, Waterford and Wexford. The South East Project has 500 people with MS availing of its regional service. On average 1 in every 600 people have MS. MSI is funded (50 %) by the HSE and FÁS. The remainder (50%) is funded by the generosity of the public, fundraising and other philanthropic donations.

Multiple Sclerosis (MS) is a complex neurological condition presenting with a range of symptoms varying from person to person. No two individuals experience the same MS. Individual assessment and management is needed. A wide variety of statutory services as well as community and voluntary agencies are available to provide professional information and advice on how to best manage MS.

Specialist MS Services include:

Telephone Line: Professional Information on Multiple Sclerosis

The Information Line is a national LoCall service staffed by qualified health professionals specialising in MS who provide professional information and advice. Available Monday to Friday from 10 am to 2 pm.

LoCall: 1850 233 233

Email: info@ms-society.ie

Websites: Specialist Information on Multiple Sclerosis

The MS Society has a website providing up-to-date information including symptom management, self management and research.
www.ms-society.ie

Other recommended websites include:

Multiple Sclerosis Society UK

www.mssociety.org.uk

Multiple Sclerosis International

Federation

www.msif.org

European Multiple Sclerosis Platform

www.ms-in-europe.org

The International Federation website gives links to official websites from member countries.

Publications: Specialist Information on Multiple Sclerosis

MSI has a broad range of publications and information sheets available free of charge. Contact MS Information Line on 1850 233 233 or **Email:** communications@ms-society.ie. MSI also publishes a bi-annual MS News magazine focusing on a broad range of MS topics.

The South East Project publishes a regional newsletter giving updates of forthcoming programmes and regional developments three times a year. This is mailed to 500 people with MS in the region.

MSIF (a collection of MS Societies from all over the world) has a range of very useful MS in Focus magazines. Each issue focuses on a specific topic of MS. The magazines are available to download for free from their website www.msif.org. To date topics include the following:

- | | |
|----------|---|
| Issue 1 | Dealing with Fatigue |
| Issue 2 | Dealing with Bladder Problems |
| Issue 3 | Special Focus on Family |
| Issue 4 | Emotions and Cognition |
| Issue 5 | Healthy Living |
| Issue 6 | Intimacy and Sexuality |
| Issue 7 | Rehabilitation |
| Issue 8 | Genetics and Hereditary Aspects of MS |
| Issue 9 | Caregiving and MS |
| Issue 10 | Pain and MS |
| Issue 11 | Stem Cells and Remyelination in MS |
| Issue 12 | Spasticity and MS |
| Issue 13 | Tremor and Ataxia in MS |
| Issue 14 | Disease courses in MS (patterns of MS) |
| Issue 15 | Complementary and Alternative Therapies in MS |

Community Work

In the South East two Community Workers offer a confidential, solution-focused, short-term case work service to people with MS and their families. This service provides an opportunity for people with MS to explore their experience, their options and make

choices that encourage independence. This may involve professional information and advice, case work and advocacy work on a myriad of emotional, social, financial or health issues. The person with MS self-refers by contacting the Community Worker. The Community Worker makes referrals to appropriate statutory or community and voluntary services.

Community Work Programmes

The Community Worker's role includes the following programmes:

-Educational programmes for people with MS promoting healthy life choices and positive mental health and wellbeing e.g.

- Newly diagnosed programme.
- Professional information and advice workshops on managing specific symptoms (fatigue, cognition, etc).
- Management of chronic illness programmes.
- Stress management, mindfulness, meditation, yoga.
- Physical activity programmes, physiotherapy-led groups/gym programmes.

-Developing educational programmes for Service Providers and Health Professionals eg. HSE teams, hospitals, nursing homes, home helps, by providing in-service training on neurological developments and management of MS.

-Engaging with elected Public Representatives and Policy Makers in developing regional health services for people with MS e.g. neuro

rehabilitation, neurology, neuro - psychology and associated issues.

-Assisting local Voluntary Branches in organising training for committees e.g. welfare training, fundraising or development plans.

-Organising media and publicity campaigns to promote public awareness of multiple sclerosis in the region by hosting World MS Day etc. Community Workers provide information on MS to public services such as media, radio, papers, schools, employers etc.

Research: National Physical Sensory Disability Database

MSI works with the Health Research Board in identifying health needs of people with MS under the age of 65 in counties Carlow, Kilkenny, Tipperary South, Waterford and Wexford. The research findings assist health managers (statutory, community and voluntary) to plan for health service requirements for people with MS in the South East.

The National Physical & Sensory Disability Database is administered by the HSE through MSI for people with MS. Individuals are added to the database on their informed full consent. The initial interview is a face-to-face meeting that takes place in a HSE community care centre. Records are reviewed and updated annually and this is done over the phone. People may opt out of the research any time either temporarily or permanently if they wish.

Counselling Service

Based on assessment, a person with MS and/or family member may be referred to counselling with MSI's network of professional qualified counsellors.

See Counselling in Health & Wellbeing section p. 10 for more information

The MS Care Centre

The MS Care Centre provides short-term respite care and therapy services for people with Multiple Sclerosis. See Respite in Health & Wellbeing section p. 25 for more information.

Medical/ Social Research

MSI encourages medical research into understanding the disease; treatments, interventions, management and ultimately a cure for MS. Social research plays a significant role in understanding the quality of life implications MS has on a person, family, community and society. MSI operates a Research Fund. Information on research can be found on the national website www.ms-society.ie

Voluntary Branches

MSI has a network of 6 voluntary branches in the South East region. The branches support people with MS with welfare, exchange of informal information and organising social activities for families and friends. The voluntary branch network is invaluable in supporting MSI service such as respite, physical activity programmes, international and national research etc.

Multiple Sclerosis Societies

Contacts:

MSI South East Contact:

The MS Society of Ireland South East Regional Project, Walkin Street, Kilkenny

Tel: 056 77 77 771

Fax: 056 77 51 564

Email: southeast@ms-society.ie

www.ms-society.ie

MSI National Contact:

The MS Society of Ireland, 80 Northumberland Road, Dublin 4

Tel: 01 6781600

Information Line LoCall: 1850 233 233

Fax: 01 678 1601

Email: info@ms-society.ie

www.ms-society.ie

International Contact

Multiple Sclerosis International Federation (MSIF)

3rd Floor Skyline House, 200 Union Street, London, SE1 0LX

Tel: 0044 120 7620 1911

Fax: 0044 120 7620 1922

Email: info@msif.org

www.msif.org

Health & Wellbeing

Community Care

Primary Community Care services include all the health services that you require outside of the hospital setting. As a person with MS your first port of call will be your GP who will take the clinical lead for your care along with the Practice Nurse and then refer you to allied health professionals as required.

Currently local, community based Primary Care Teams (PCT) operating under the public system, are being developed around the country (see below for more details). You can ask your GP if they are part of a Primary Care Team.

Primary Care Team

The PCT is a multi-disciplinary team focusing on a specific local community. The PCT will:

- Identify and prioritise your needs
- Service the majority of your needs at, or close to home
- Access specialist services at, or close to home
- Provide direct access to acute hospital services and continue to guide health improvement for you throughout your care life cycle.

So, wherever possible your health needs will be dealt with by a single multi-disciplinary team at, or close to your home. Your local PCT is part of a larger network which can offer specialist care if needed.

A PCT will generally consist of the following Health Professional services; GP, Physiotherapy, Public Health Nursing, Home Help and Home Support Services, Occupational Therapy and Speech and Language Therapy. (see below for details of these Health Professionals).

Around five Primary Care Teams will group together to form a Primary and Social Care Network and this Network will have access to a pool of specialised resources that serve each Primary Care Team again at, or close to home. These resources may include dietician, social work, dental, community welfare, psychology, mental health services, etc.

Primary Care Teams and Primary and Social Care Networks are also integrated with hospitals, multi agencies, private providers, voluntary agencies and support groups.

Healthcare Professionals

Once you are diagnosed with MS you will meet many different Healthcare Professionals each of whom will be responsible for looking after the different aspects of your condition.

To get the best possible care it is important to understand the different roles that each professional plays in caring for and supporting you following your diagnosis. At all stages of your illness having the right people involved at the right time will improve your quality of life.

The following is a brief description of the roles played by a variety of Health

Professionals that are involved in the care of people with MS.

Primary Care Team Health Professionals

These Health Professionals make up your multi-disciplinary Primary Care Team focusing on your local community. They will be there to help you with your day-to-day care on a local basis.

General Practitioner or Family Doctor

A GP or family doctor takes an overview of you and your surroundings. He/she looks at problems in a physical, psychological and social basis and is usually the doctor of first contact. The initial symptoms of early MS are often vague, with a variety of symptoms that may cross many “hospital speciality” borders. For example, you may have dizziness, blurring of vision or urinary problems. It is only when all of these symptoms are considered as a whole, perhaps over a period of time that a final diagnosis may become apparent. At this stage the GP will refer you to the appropriate speciality service (neurology) with a letter outlining your medical history, findings of the physical examination and your medial and social background. The GP will then see you on an ongoing basis, dealing with further problems as they arise.

If you need a GP urgently outside normal surgery opening times contact your local GP out-of-hours service, which operates Monday to Friday from 6pm to 8am and all weekend. Your local GP will have a message on the

answering machine with the number of the out-of-hours service or phone Care Doc on 1850 334999.

Public Health Nursing

Public Health Nurses (PHNs) are community-based nurses and will provide you with a range of services. The PHN is involved in clinical nursing care as well as health promotion, assessment of needs and co-ordinating care such as personal and home supports and respite. PHNs work with you to help overcome problems related to daily living and can also provide practical advice. The PHN liaises closely with the GP and neurology team. Your GP will refer you to a PHN or you can contact your local Health Office (see p. 82 for contact details).

Occupational Therapy

An Occupational Therapist works to enable and empower you to maintain abilities and remain independent in daily activities. This may involve looking at your life demands and finding ways to improve and/or compensate for any deficits relating to the symptoms of MS. The Occupational Therapist will work with you to set goals such as improving function in daily living skills (dressing, washing) or increase coping skills. Occupational Therapists also advise on practical aspects such as adaptations or alterations to your home or specialised equipment such as aids and appliances to maximise independence.

Your GP may refer you to your local Occupational Therapist or you can contact them direct as a private patient. For details of local

Occupational Therapists in private practice contact:

Association of Occupational Therapists of Ireland

Address: PO Box 11555, Ground Floor Office, Bow Bridge House, Bow Lane, Kilmainham, Dublin 8

Tel: 01 6337222

Email: info@aoti.ie
www.aoti.ie

Physiotherapy

Physiotherapists specialise in the assessment and treatment of the movement problems that may affect the person with MS i.e. strength, joint movement, coordination, balance and mobility. Therapy aims to improve movement and prevent any complications that can arise. Therapy may include a stretching, strengthening, balance and fitness programme, home exercise programme, mobility skills, home visits and the provision of aids where appropriate. Physiotherapy is of benefit at all stages of MS particularly if you are recovering from a relapse.

Your GP may refer you to your local Physiotherapist or you can contact them direct as a private patient. For details of local Physiotherapists in private practice contact:

Irish Society of Chartered Physiotherapists

Address: Royal College of Surgeons, 123 St Stephen's Green, Dublin 2

Tel: 01 4022148

Fax: 01 402 2160

Email: info@iscp.ie
www.iscp.ie

Primary and Social Care Networks Specialist Local Resources

A number of PCTs are grouped together under a Primary and Social Care Network from where more specialised services are provided.

Physical and Sensory Disability Liaison Nursing

The Physical and Sensory Disability Liaison Nurse is a community based Public Health Nurse specialising in assisting people with physical and sensory impairment. They provide advice, guidance and support regarding service availability, care and management and assist in planning for the future. They advise and assist with obtaining home support, respite and residential services.

For more information contact your local Physical and Sensory Disability Liaison Nurse:

Carlow

Address: HSE Carlow Community Services, Athy Road, Carlow

Tel: 059 9136521

Kilkenny

Address: HSE Community Services, James Green, Kilkenny

Tel: 056 7784639

Tipperary South

Address: HSE Disability Services, Monastery House, Golden Road, Cashel, Co Tipperary

Tel: 062 64909

Waterford

Address: HSE Community Services,
Cork Road, Waterford

Tel: 051 846780

Wexford

Address: HSE, Georges Street, Wexford

Tel: 053 9185730

Speech & Language Therapy

The Speech and Language Therapist is responsible for the assessment, diagnosis and management of both communication and swallowing difficulties. Difficulties with speech and language vary from person to person and do not affect everybody. The Speech and Language Therapist works with the individual to identify specific difficulties and to determine how best to deal with them.

Your GP may refer you to your local Speech and Language Therapist or you can contact them direct as a private patient. For details of local Speech and Language Therapists in private practice contact:

Irish Association of Speech and
Language Therapists in Private Practice

Address: IASLTTP, PO Box 11074,
Dublin 9

Tel: 01 8787959

Website: www.iasltp.ie

MS Society Community Work

Two Community Workers, employed by The MS Society of Ireland, offer a community work service to people with MS in five counties in the South East. The work includes a confidential case work service to you and your family. This service provides an opportunity

for you to explore your experience and your options and to make choices that encourage independence. This may involve professional information and advice on MS, solution-focused case work, advocacy work and referral to appropriate services. The Community Worker may refer to GP, Public Health Nurse, Physical and Sensory Liaison Nurse, Physiotherapist, OT or relevant health professionals in community Primary Care Teams, hospitals or community and voluntary services. To avail of these services you can self-refer by contacting the Community Worker.

See the MS Society of Ireland p. 5 for more information.

Counselling

Learning to cope with a chronic illness such as multiple sclerosis is not only a challenge for the person who has been diagnosed, but also for everyone who cares about that individual, especially family members. Experience and research has shown that MS can have significant effects on a person's role within the family, on the relationship between parents and children and between partners. If it feels like your MS is getting on top of you, emotional support is available.

If you are finding it hard to cope, it might be worth seeking help from a health professional or counsellor. Counselling may help you to discover the reasons for negative feelings and to work out ways of dealing with them. It is a time for you to express difficult feelings in a safe, supportive environment. Often it is only when we talk to someone unconnected with our

lives that we begin to hear what we are really saying and feeling. Counselling offers you this opportunity.

The following are some of the counselling services available in the South East:

Family Support Agency – Community and Voluntary Counselling

The Family Support Agency provides funding for a wide range of community and voluntary organisations offering counselling services including counselling for; individuals, couples, family therapy, children, addictions, sexuality, bereavement, illness, self esteem and depression. These services are provided free, for a nominal fee or donations are accepted. For details of your local counselling services go to www.fsa.ie.

– Family Mediation Service

The Family Support Agency offers a Family Mediation Service to help married and non-married couples who have decided to separate or divorce, or who have already separated. Couples are helped by a mediator to negotiate their own terms of agreement, taking into account the needs and interests of all involved. In certain circumstances, mediation can also assist in disputes within families. Mediation is not marriage counselling or a legal advice service.

Mediation allows people to make their own decisions and hold onto their own power. The Family Mediation Service is a state-run service staffed by professionally trained and accredited mediators. The service is free.

Address: St. Stephen's Green House, Earlsfort Terrace, Dublin 2

Tel: 01 611 4100

Fax: 01 676 0824

Email: info@fsa.ie
www.fsa.ie

Waterford

Address: 13B Wallace House, Maritana Gate, Canada Street, Waterford

Tel: 051 860460

Wexford

Address: 32 Key West, Custom House Quay, Wexford

Tel: 053 9163050

MS Society Counselling Service

Based on assessment, a person with MS and/or family member can be referred to counselling. MSI has a network of professional qualified counsellors who provide a time limited professional counselling service in the region. This service provides opportunities for a person with MS to express emotions and feelings in a confidential/ safe environment. A counsellor can work with the person with MS to explore coping skills and solutions that work for the person. Clients are offered up to five free counselling sessions. MS Society regional counsellors are located throughout the South East and meetings with the counsellor take place in the counsellor's office. People may choose to travel to any of the counsellors within the South East region. To access a counsellor, self-referral is required, by contacting the regional Community Worker (see p. 5 for contact details).

Irish Association for Counselling and Psychotherapy

For details of local private counsellor contact:

Address: 21 Dublin Road, Bray, County Wicklow

Tel: 01 2723427

Fax: 01 2869933

Email: iacp@iacp.ie

www.irish-counselling.ie

ACCORD

ACCORD is an Irish voluntary Catholic organisation that aims to promote a deeper understanding of Christian marriage and to offer people the means to safeguard and nourish their marriage and family relationships. They provide a marriage and relationship counselling service.

Carlow

Address: St Catherine's Community Centre, Station Road, Carlow

Tel: 059 9138738

Email: accordcarlow@eircom.net

Kilkenny

Address: St Mary's Centre, James Street, Kilkenny

Tel: 056 7722674

Email: accord@ossory.ie

Tipperary South

- Clonmel

Address: St Mary's Pastoral Centre, Irishtown, Clonmel, Co Tipperary

Tel: 052 6124144

Email: clonmelaccord@eircom.net

- Tipperary Town

Address: Community Services Centre, St Michael's Street, Tipperary

Tel: 1850 303202 / 062 33330

Email: accordtipperthurles@eircom.net

Waterford

Address: St John's Pastoral Centre, Johns Hill, Waterford

Tel: 051 878333

Email: accordwaterford@eircom.net

Wexford

Address: St Brigid's Centre, 12 Roches Road, Co Wexford

Tel: 053 9123086

Email: flswexford@eircom.net

Rainbows Ireland

Rainbows Ireland is a peer-support programme to assist children, youth and adults who are grieving a death, separation or other painful transition in their family. Rainbows helps by providing a safe setting in which children, youth and adults can share their feelings, emotions and struggles with others who have similar experiences. They are supported in this process by a trained facilitator. There are various Rainbows programmes running throughout the South East. For information on your local branch contact:

Address: Rainbows Ireland, Loreto Centre, Crumlin Road, Dublin 12

Tel: 01 4734175

Fax: 01 4734177

Email: ask@rainbowsireland.com

www.rainbowsireland.com

Other Specialist Local Resources

Other community resources available to Primary Care Teams may include specialised physiotherapy and occupational therapy services and disciplines such as orthodontics, child protection, psychiatry, psychology, geriatrics and dietetics.

Specialist Health Professionals

These specialist health professionals are generally hospital based, although some are also based in the community.

Neurology

A Neurologist is a medical doctor specialising in the diagnosis, treatment and management of disorders of the brain and nervous system. Your GP will refer you to a Neurologist for a specialist opinion if your symptoms are consistent with neurological problems.

The Neurologist will review your cognitive function, vision, hearing, balance, strength, coordination, reflexes and sensation, by interviewing you and by performing a specific examination designed to test the functioning of the nervous system. If an abnormality is identified, it may be necessary to conduct further tests to diagnose a neurological problem.

In the South East there is a consultant Neurologist based in the Waterford Regional Hospital and a weekly clinic in also held in Kilkenny.

You will be referred to a Neurologist by your GP.

MS Specialist Nursing/ Neurology Nursing

The MS Specialist Nurse works as part of the neurology team. The MS Specialist Nurse assesses physical, psychological and social problems and advises on the need for intervention by health and social services. The MS Nurse will answer queries regarding

medications, will provide counselling and deal with any other concerns. The MS Specialist Nurse is hospital based and is available at the specialist neurology clinics and provides a telephone helpline service.

MS Specialist Nurses are available at the following hospitals:

Adelaide & Meath Hospital, Tallaght

Tel: 01 414 2000, bleep 7381

Beaumont Hospital, Dublin

Tel: 01 837 7755 or 087 826 1567

Cork University Hospital

Tel: 021 454 6400, bleep 595/890

Mater Hospital, Dublin

Tel: 01 803 4173/2, bleep 4173/4172

St. James' Hospital, Dublin

Tel: 01 453 7941, bleep 123

St. Vincent's University Hospital, Dublin

Tel: 01 269 4533, bleep 591

MS Care Centre, Dublin

Tel: 01 490 6234

Medical Social Work

Medical Social Workers provide skilled psychosocial support through counselling and practical assistance. Social Workers access a wide range of services in both the voluntary and statutory sector and they have an advocacy role in determining that your needs are highlighted and met. Input from the Social Worker is invaluable to the Neurology Team enabling them adapt their style to your individual needs.

Research has shown that serious illness has a direct impact on the psychological, social, emotional, physical and economic wellbeing of you and your families/carers. MS can

create many practical and financial problems. Social workers intervene with families by addressing both the emotional issues and the practical concerns simultaneously.

You can access a Medical Social Worker by contacting the Social Worker Department directly in any hospital. Or you can ask the Hospital Consultant or a member of the Neurology Team to make a referral on your behalf.

Pharmacology

Pharmacists provide pharmaceutical care while you are in hospital and at home.

The pharmacist can help you get the maximum benefit from the medicines prescribed. It is important that you have the right information about your medicines so you can feel confident about taking them, with the minimum number of unwanted side effects and the maximum benefit. During your stay in hospital, you may be visited by the Hospital Pharmacist and given advice about your medications and how best to take them.

When it is time for you to go home, the Hospital Pharmacist can help draw up a plan to ensure that you, your carers and Community Pharmacist have all the information needed to ensure the smooth running of any continuing treatment. The Community Pharmacist will provide ongoing advice and information about the medications, and will liaise with the GP and other community health care providers.

Rehabilitation Medicine

The Neurologist or GP caring for you may consult with a Rehabilitation Medicine Specialist as appropriate. A Rehabilitation Medicine Specialist is a medical doctor who advises you on effective ways to improve, maintain or recover skills to look after yourself and maintain independence. The Rehabilitation Specialist also advises on the facilities and equipment needed to successfully return to work, education or parental role. They usually work in tandem with the multi-professional team where the medical and nursing teams are assisted by the Physiotherapist, Occupational Therapist, speech therapist, psychologist and social worker. Each team member assesses and treats the patient individually but all members meet together frequently to tailor the rehabilitation to the patient's changing needs. A rehabilitation strategy is normally initiated in hospital. Community services are then contacted to provide follow up and further treatment.

CEART Health Partnership

CEART provides health support, rehabilitation and therapy services for people who live with chronic illness. Therapies include physiotherapy, psychotherapy, art therapy, massage therapy and acupuncture.

CEART PatientWise is a chronic illness self-management programme. It aims to assist and empower people with chronic illness or long-term pain to realise their full potential and achieve in their lives the maximum possible independence, self-confidence and

personal fulfillment. The PatientWise programme offers courses to help people with chronic illness or pain, to develop self-help skills and provide tools to self-manage the condition. CEART PatientWise organises a number of social and creative events throughout the year.

CEART Grow is a weekly support group for people who live with long-term chronic ill health.

Address: CEART, The Courthouse, Callan, Co Kilkenny

Tel: 056 7755757

087 9028534 – PatientWise

087 2843424 – CEART Grow

Email: ceart@ceart.ie

Email: annecody@ceart.ie – PatientWise
www.ceart.ie

www.ceartpatientwise.ie - PatientWise

Pain Management

Although the majority of people with MS may never need to see a pain specialist many people with MS may experience a degree of pain at some point, such as dysaesthesia (a continuous burning or aching sensation) or painful spasms. A Pain Specialist works closely with other specialists to ensure the appropriate management of pain in people with chronic forms of MS (about 20% of people with MS). Pain associated with MS can sometimes be difficult to diagnose and manage and can be resistant to the common treatment. As a result specialist advice and intervention by a Pain Specialist is needed.

Your GP or hospital consultant will refer you to a Pain Specialist.

The following organisations can also offer support:

Chronic Pain Ireland (CPI)

Chronic Pain Ireland's website provides relevant information and support to those affected with chronic pain as well as their families and friends. There is a discussion forum for members allowing people to share their experiences.

Tel: 01 804 7567

Email: info@chronicpainireland.org
www.chronicpainireland.org

Urology

There is a Continence Advisor based in each local Health Board Community Care Areas. They can be contacted through your GP or Public Health Nurse.

Occasionally a person with MS may need to be referred to an Urologist by either their GP or Neurologist for assessment of their kidney and bladder function.

The following organisations have websites with information on continence:

Bladder and Bowel Foundation
www.bladderandbowelfoundation.org

Continence Foundation Ireland
www.continence.ie

Clinical Psychology

MS may affect how you feel emotionally and how well you carry out your normal activities. It can also have a direct effect on your thinking, memory and problem solving abilities.

Clinical Psychologists offer specialised assessment and treatment such as the assessment and treatment of a person's cognitive, behavioural and emotional needs.

Your GP may refer you to a Clinical Psychologist at your local HSE Psychology Department or you can contact them direct as a private patient. For details of local Clinical Psychologists in private practice contact:

Psychological Society of Ireland

Address: CX House, 2A Corn Exchange Place, Poolbeg Street, Dublin 2

Tel: 01 4749160

Fax: 01 4749161

Email: info@psihq.ie

www.psihq.ie

Psychiatry

A Psychiatrist is a medical doctor concerned with the study and treatment of persons affected with emotional, cognitive and behavioural problems. Emotional disturbance, such as depression and mood disturbances are common in MS. However, intellectual deterioration is generally mild and usually only results in mild memory loss. The most common reason for a person with MS to be referred to the psychiatric team is mood disturbance.

Your Neurologist, in association with the multi-professional team, may refer you to this specialist.

Clinical Nutrition

The Clinical Nutritionist provides a therapeutic and nutritional advisory service to improve a person's health.

A healthy well balanced diet benefits everyone and with MS it can help fight fatigue and prevent constipation, a common symptom of MS. It is essential that each person's requirements are assessed individually so that they may achieve a balanced diet which best suits their own physical and lifestyle needs.

Your local HSE Health Promotion Department is a good source of information on diet and nutrition. For details of your local Health Promotion Department contact your local Health Office (see p. 82 for contact details).

Your GP or hospital consultant may refer you to your local Clinical Nutritionist or you may contact them direct as a private patient. For details of your local Clinical Nutritionist in private practice contact:

Irish Nutrition and Dietetic Institute

Address: Ashgrove House, Kill Avenue, Dun Laoghaire, Co Dublin

Tel: 01 2804839

Fax: 01 2892353

Email: info@indi.ie

www.indi.ie

Drug Company Support Nursing Services

Drug Company Support Nurses provide services including telephone advice service, home visits for personal injection training, tips for managing common drug side effects and assistance in overcoming concerns. Each drug company has its own Support Nurses and you will be given their contact details once your medication has been decided upon.

Complementary Therapies

Many people with MS have found alternative therapies to be beneficial. It is important when choosing a complementary therapist that you check that they are registered with a governing body, and are qualified and insured. The following is a list of national organisations with members offering alternative therapies. They will be able to provide you with details of local practitioners.

Acupuncture

Acupuncture Foundation Professional Association

Address: 8 Eaton House Main Street, Rathcoole, Co Dublin

Tel: 01 412 4917

Email: info@afpa.ie

www.acupro.ie

Acupuncture Council of Ireland

Address: Station House, Shankill, Dublin 18

LoCall: 1850 300 600

Email: info@tcmci.ie

www.tcmci.ie

Chinese Medicine

The Professional Register of Traditional Chinese Medicine

Address: PRTCM Secretary, ICTCM House, Merchants Road, Dublin 3

Tel: 01 855 9000

Email: college@chinesemedicine.ie

www.chinesemedicine.ie

Chiropractors

Chiropractic Association of Ireland

Address: Penrose Wharf, Cork

Tel: 021 485 7775

Email: info@chiropractic.ie

www.chiropractic.ie

Complementary Health Therapists

Association of Registered Complementary Health Therapists Ireland

Address: Ballydaniel, Camolin, Enniscorthy, Co. Wexford.

Tel: 053 938 3734,

Email: info@irishtherapists.ie

www.irishtherapists.ie

Federation of Irish Complementary Therapy Associations

Tel: 087 6187218

Email: ficta.post@gmail.com

www.ficta.com

Holisto.com

Address: 61 Woodlawn Park Drive, Firhouse, Dublin 24

Tel: 087 654 5458

Email: editor@holisto.com

www.holisto.com

Homeopathy

Irish Society of Homeopaths

Address: Regus House, Harcourt Road, Dublin 2

Tel: 01 477 3193

Email: info@irishhomeopathy.ie

www.irishhomeopathy.ie

Hypnotherapy

Institute of Clinical Hypnotherapy & Psychotherapy

Address: Therapy House, 6 Tuckey Street, Cork

Tel: 021 4273575

www.hypnosiseire.com

Kinesiology

The Association of Systematic Kinesiology (ASK) Ireland

Address: Roe Kilmeena, Westport, Co Mayo

Tel: 087 271 9863

Email: support@kinesiology.ie

www.kinesiology.ie

Massage

Irish Massage Therapists Association

Address: PO Box 10546, Dublin 8

Tel: 086 3773801

Email: info@massageireland.org

www.massageireland.org

Osteopathy

Osteopathic Council of Ireland

Address: c/o 53 Cypress Drive, Cypress Downs, Dublin 6

Tel: 01 4442423

Email: secretary@osteopathy.ie

www.osteopathy.ie

Reflexology

Irish Reflexologists' Institute

Address: Fitzwilliam Business Centre, Laurence Street, Drogheda, Co Louth

Tel: 041 9806904

Email: administrator@reflexology.ie

www.reflexology.ie

Reiki

Reiki Association of Ireland

Address: 29, Lifford Gardens, South Circular Road, Limerick

Tel: 087 1340602

Email: rai@eircom.net

www.reikiassociationireland.com

Reiki Federation Ireland

Address: PO Box 11625, Dublin 6

Tel: 087 981 9366

Email: info@reikifederationireland.com

www.reikifederationireland.com

Yoga

Irish Yoga Association

Address: PO Box 9969, Dublin 7

Tel: 01 4929213

Email: info@iya.ie

www.iya.ie

Yoga Therapy Ireland

Address: 20 Auburn Drive, Killiney, Co Dublin

Tel: 01 235 2120

Email: yti@eircom.net

www.yogatherapyireland.com

Allowances for medical needs

Depending on your income or other circumstances, you may be entitled to free GP services, prescribed drugs and hospital services.

Medical Cards

Medical Cards allow people to access Family Doctor or GP services, community health services, dental services, prescription medicine costs,

hospital care and a range of other benefits free of charge. Most people who get a Medical Card do so because their income is below a certain level. It is also possible to get a Medical Card if the costs of meeting your medical needs cause you financial hardship, or if you have entitlement under EU regulations.

How to apply

Apply on form MC1 available from your local Health Office (see p. 82 for contact details or download from www.hse.ie. For more information go to www.hse.ie, call HSE Infoline on 1850 24 1850 or contact your local Health Office.

GP Visit Cards

GP Visit Cards can allow individuals and families in Ireland to visit their family doctor for free. Only the cost of visits to your family doctor is free; you must pay for prescribed drugs, medicines and other health services similar to others who don't have a Medical Card.

If you are granted a GP Visit Card you should also apply for a Drugs Payment Scheme Card if you don't already have one.

How to apply

Apply on form MC1 available from your local Health Office (see p. 82 for contact details or download from www.hse.ie. For more information go to www.hse.ie, call HSE Infoline on 1850 24 1850 or contact your local Health Office. The same application form is used for both the Medical Card and the GP Visit Card. This means that you don't have to worry about which type

of card might best suit you as your eligibility will be checked for both cards.

Drugs Payment Scheme

Under the Drugs Payment Scheme, an individual or family in Ireland only has to pay a set limited amount each month for approved prescribed drugs, medicines and certain appliances for use by that person or his or her family in that month. If you have a GP Visit Card or do not have a Medical Card you should apply for a Drugs Payment Scheme Card.

This scheme is aimed at those who don't have a Medical Card and normally have to pay the full cost of their medication. It also applies to those who have a GP Visit Card. Anyone ordinarily resident in Ireland can apply to join the scheme, regardless of family, financial circumstances or nationality. There is no means test for the Drugs Payment Scheme.

You must present your Drugs Payment Scheme card each time you attend the pharmacy before a prescription can be dispensed. You do not have to register with a particular Pharmacy for the scheme but for convenience it is advisable to use the same pharmacy in a particular month if you wish to avoid paying more than the maximum amount per month. Where people need to use two or more pharmacies in one month, they can claim back the amount paid over the threshold from their Local Health Office.

How to apply

Application forms are available from your local Health Office (see p. 82 for contact details), on line from www.hse.ie

or from your local pharmacy. Return the form to your Local Health Office and you will be sent a card for each member of your family.

Long-term Illness Scheme

If you have certain long-term illnesses or disabilities, including MS, you may apply to join the Long-term Illness Scheme and you will be supplied with a Long-term Illness book. This book allows you to get drugs, medicines, and medical and surgical appliances directly related to the treatment of your illness, free of charge. It does not depend on your income or other circumstances and is separate from the Medical Card Scheme and the GP Visit Card Scheme. However, if you already have been given a Medical Card, you do not need to apply for a Long-term Illness book.

The Long-term Illness book contains the type and quantity of the drugs or medicines you need for your prescribed illness. Your doctor will sign it and you can then bring this to the pharmacy when you need any of the items. If your doctor or Occupational Therapist prescribes a medical or surgical appliance, it will be supplied to you from your Local Health Office.

How to apply

Fill in the application form which is available from your Local Health Office (see p. 82 for contact details). Your doctor or consultant will need to sign the form to confirm your condition and list your medication.

Primary Medical Certificate

This certificate is issued by the HSE and certifies that a person is severely

disabled or permanently disabled. You will need a Primary Medical Certificate in order to qualify for some transport benefits and other entitlements (see Transport p. 34 for more information).

How to apply

To apply for the Primary Medical Certificate you must complete an application form which is available from your local Health Office (see p. 82 for contact details). You will then receive an appointment for an assessment with a HSE Medical Officer.

If the HSE refuses your application for a Primary Medical Certificate, you may appeal the refusal to the Disabled Drivers Medical Board of Appeal. This is an independent Board whose decision is final.

Address: Disabled Drivers Medical Board of Appeal, National Rehabilitation Hospital, Rochestown Avenue, Dun Laoghaire, Co Dublin
Tel: 01 235 5279

European Health Insurance Card

As members of the European Union travelling or staying temporarily in another state of the European Economic Area (EEA) or Switzerland, you are entitled to receive medical care if you become ill or have an accident. You can apply for the free European Health Insurance Card from your local Health Service Executive office (see p.82 for contact details) or online at www.ehic.ie.

Carers

Carers Association

The Carers Association is Ireland's national voluntary organisation for and of family carers in the home. Family carers provide high levels of care to a range of people including frail older people, people with severe disabilities, the terminally ill and children with special needs.

The Carers Association has 16 Resource Centres and two Service Projects from which it delivers a number of services nationwide, to family carers, which are aimed at helping to increase the quality of life for the carer and the person receiving care at home.

The services provided are advocacy and lobbying, care line, home respite service, information, resource centres, support groups and training.

Freefone: 1800 240724 – National Helpline
www.carersireland.com

Local Carers Resource Centres:

Carlow (outreach Wed 10am – 4.30pm only)

Address: Parish Centre, College Street, Carlow
Tel: 056 7721424
Email: carerskilkenny@carersireland.com

Kilkenny

Address: Prior's Orchard, John's Quay, Kilkenny
Tel: 056 7721424
Fax: 056 7753531
Email: carerskilkenny@carersireland.com

Tipperary South

Address: 8 Sarsfield Street, Clonmel, Co Tipperary
Tel: 052 6170454
Fax: 052 6170456
Email: carersclonmel@carersireland.com

Waterford

Address: 2 Grattan Quay, Waterford
Tel: 051 857970
Fax: 051 857937
Email: carerswaterford@carersireland.com

Wexford

Address: 24 Henrietta Street, Wexford
Tel: 053 9140511
Fax: 053 9140513
Email: carerswexford@carersireland.com

Entitlements for Carers

Carer's Allowance

This is a long-term means-tested payment for carers with low incomes who are looking after someone in need of full-time care. You must be either living with the person you are looking after, or be providing full-time care and attention to a person who is not living with you. The person must require full-time care and attention for at least 12 months (medical certification is required by the person's GP). A certain level of income from employment, self-employment, occupational pension or capital will be disregarded before affecting your Carer's Allowance payment. An additional 50% is payable if you are caring for more than one person. If you qualify for the Carer's Allowance you will also be entitled to free Household Benefits and a Free Travel Pass (see Accommodation and

Housing section p. 45 and Transport section p. 34 for more information).

How to apply for Carer's Allowance

Complete application form CR 1 (the GP of the person requiring care is required to complete the Medical Report section), which is available from:

- your local Social Welfare Office (see p. 85 for contact details)
- Department of Social Protection

Address: Social Welfare Services Office, Ballinalee Road, Longford

LoCall: 1890 927 770

Text: Form CARA followed by your name and address to 51909 www.welfare.ie

Half-rate Carers Allowance

If you meet the qualifying criteria for the Carer's Allowance and you are getting certain social welfare payments, you can keep your main social welfare payment and get half-rate Carer's Allowance as well. If you were getting another social welfare payment before claiming Carer's Allowance, you may get your original payment reinstated and also get half-rate Carer's Allowance. You will also be eligible for the Respite Care Grant, Household Benefits Package and a Free Travel Pass.

How to apply

Apply as for Carer's Allowance above.

Carer's Benefit

This is a short-term payment made to people with sufficient PRSI contributions who leave employment temporarily to care for someone who needs full-time care. You must be either living with the person you are looking after, or be providing full-time care and

attention to a person who is not living with you. There is a maximum weekly earnings allowed for people who wish to engage in limited employment or self-employment. Carer's Benefit is paid for up to 24 months. An additional 50% is payable if you are paying for more than one person.

How to apply

Complete application form CARB 1 (the GP of the person requiring care is required to complete the Medical Report section), which is available from:

- your local Social Welfare Office (see p. 85 for contact details)
- Department of Social Protection

Address: Social Welfare Services Office, Ballinalee Road, Longford

LoCall: 1890 927 770

Text: Form CARB followed by your name and address to 51909 www.welfare.ie

Care sharing

Two carers who are providing care on a part-time basis in an established pattern can also share a single Carer's Allowance payment and the annual Respite Care Grant. Each carer must be providing care from Monday to Sunday but can do so on alternate weeks. A carer providing full-time care on a part-time basis is required under legislation to provide this care for a complete week (Monday to Sunday). Both carers will also get the Household Benefits Package.

A carer who is providing care on a part-time basis to someone who attends a residential institution, for example, every other week, can also be accommodated on the Carer's

Allowance scheme. You must meet all the usual qualifying conditions for Carer's Allowance.

Carer's Leave

Carer's Leave enables an employee to personally provide full time care and attention for one person for a minimum of 13 weeks up to a maximum of 104 weeks. If you are caring for two people who live together the maximum leave is 208 weeks. The leave may be taken in one block or broken up into shorter periods, (the minimum period being 13 weeks), unless your employer agrees otherwise. The leave will be unpaid but those who propose to avail of carer's leave will have their jobs kept open for them for the duration of the leave. Any employee with at least 12 months' continuous service is entitled to Carer's Leave if they propose to provide care for a person deemed to be in need of full-time care and attention by the Department of Social Protection.

You can take Carer's leave even if you are not entitled to Carer's Benefit or Carer's Allowance. You are also entitled to Carer's Leave credits (credited PRSI contributions) for each week taken, up to a maximum of 104 weeks. Your employer will need to complete the Application for Carers Leave Credits form on your return to work.

How to apply

Even if you are not entitled to Carer's Benefit you must apply to the Department of Social Protection on the Carer's Benefit application form, CARB 1 for a decision confirming that the person does require full-time care (the person's GP will need to complete the Medical Report section). You must then

give this decision to your employer. You must also give your employer at least six week's notice in writing of your intention to take Carer's Leave. For more information contact:

Department of Social Protection

Address: Social Welfare Services Office, Ballinalee Road, Longford

LoCall: 1890 927 770

Text: Form CARB followed by your name and address to 51909 www.welfare.ie

Household Benefits Package

You may qualify for the Household Benefits Package if you are getting a Carer's Allowance or if you are caring for a person who gets Prescribed Relative's Allowance or Constant Attendance Allowance, regardless of who lives with you. See Accommodation & Housing section p. 45 for more details.

Homemakers Scheme

You may be eligible for the Homemaker's Scheme if you gave up work to care full-time for an adult who needs full-time care or attention. This means that the years spent working in the home (since April 1994 when this provision was introduced) are disregarded when calculating your average contributions for pension purposes.

How to apply

You should register as a Homemaker before the end of the contribution year after the year in which you first become a Homemaker. For example, if you become a Homemaker between 1 January 2010 to 31 December 2010, you

should register before 31 December 2011. You do not have to register if you are getting Carer's Allowance, Carers Benefit or the Respite Care Grant as you will be automatically be registered as a Homemaker.

For more information contact the Department of Social Protection:

Address: Home Makers Scheme, Inner Relief Road, Ardarvan, Buncrana, Donegal

LoCall: 1890 690 690

Respite Care Grant

See Respite for carers below.

Tax relief

You may be able to claim a tax allowance where a person is employed to care for a person with a disability. A tax credit is also available for a spouse who works in the home caring for a person with a permanent disability. For more information contact your local tax office (see p. 85 for contact details).

Respite for carers

Respite care may involve providing alternative family or institutional care for a person with a disability in order to enable the carer to take a short break, a holiday or a rest. It can cover very short-term respite or a much longer arrangement such as for a holiday.

Respite Services for under 65

The Physical and Sensory Liaison Nurse at your local Health Office (see p. 82 for contact details) may refer you to the following centres for respite. If a person wishes to avail of respite,

their needs will be assessed on an individual basis. Financial assistance may be available for these services.

Cheshire Ireland

Cheshire Ireland provides supported living services to adults through a network of 15 homes throughout the country. In addition, each year it provides residential respite care, providing much needed support for carers. Although in general, Cheshire provides services to adults with physical disabilities they also provide services to some people who have learning disabilities, acquired brain injuries or progressive neurological conditions.

Most of their centres provide respite rooms or apartments which are available to people who normally live in the community or who get services from other agencies. Respite is also used internally within Cheshire services to provide short breaks to service users. Typically, people avail of breaks of one to two weeks duration. Emergency or crisis respite is also provided, subject to accommodation being available.

Address: Cheshire Ireland, Central Office, Block 4, Bracken Business Park, Bracken Road, Sandyford Industrial Estate, Dublin 18

Tel: 01 297 4100

Fax: 01 205 2060

Email: info@cheshire.ie

www.cheshire.ie

• Ardeen Cheshire, Solas Respite Centre

Solas provides four en suite single rooms specially designed and adapted

to provide a dedicated all-year-round respite service. Services include 24 hour cover, individual support in a variety of activities, computer training and leisure activities.

Address: Solas Respite Centre, Shillelagh, Co. Wicklow

Tel: 053 9429143/ 347

Email: ardeenrespite@cheshire.ie

• **Newbridge Cheshire**

There five apartments specifically designed for year-round respite. Services include support service and various activities.

Address: Newbridge Cheshire, The Meadows, 356 Standhouse Road, Newbridge, Co Kildare

Tel: 045 446414

Fax: 045 449877

Email: Jarlath.tunney@cheshire.ie

• **Waterford Cheshire**

There are four apartments available for dedicated respite care all year round. Services include 24 hour support service, healing therapies, leisure activities and transport.

Address: Waterford Cheshire, John's Hill, Waterford

Tel: 051 871993

Fax: 051 871618

Email: waterford@cheshire.ie

• **Irish Wheelchair Association (IWA)**

IWA provides accessible and supported holidays and breaks to people with disabilities and their families/carers at several locations around the country.

www.iwa.ie

• **Carmel Fallon Respite Centre**

This purpose-built six-bed respite centre is based in the IWA grounds in Clontarf. The centre provides spacious, ensuite accommodation, with access to the facilities of IWA's Clontarf sports and leisure complex. It provides five and ten-day holiday respite breaks for adults with a disability under 65 years of age.

Address: IWA Carmel Fallon Respite Centre, Blackheath Drive, Clontarf, Dublin 3

Tel: 01 8186458

Fax: 01 833 3873

Email: carmel.fallonrespite@iwa.ie

• **Claddagh Court Holiday & Respite Centre**

Claddagh Court, IWA's Kilkenny holiday centre, provides quality accommodation with optional care or nursing assistance. Activities on offer to guests include jacuzzi and reflexology.

Address: Irish Wheelchair Association, Claddagh Court, College Road, Kilkenny

Tel: 056 7762775

Fax: 056 776 1921

Email: kilkenny@iwa.ie

• **Cuisle Holiday Centre**

Cuisle is a fully accessible holiday centre located in the landscaped grounds of Donamon Castle, nine miles outside of Roscommon Town. The centre offers 36 twin-bedded ensuite rooms. As well as comfortable accessible accommodation, Cuisle provides guests with optional care and support facilities. A range of activities and special programmes is also available.

Address: Cuisle Holiday Centre,
Donamon, Co Roscommon

Tel: 090 66 62277

Fax: 090 66 62646

Email: cuisle@iwa.ie

• IWA Re Nua

IWA Re Nua is a holiday service for people under the age of 65 who have a physical or a sensory disability, or an acquired brain injury. The service is a five day residential service operating from four apartments on the grounds of Our Lady's Hospital in Cashel, Co Tipperary. Trained staff provide personal care and support and emergency cover is provided at night. Guests requiring nursing services can be accommodated if advance notice is given.

Guests to the holiday centre can expect to participate in a variety of activities that are planned with you when you arrive and according to your interests. In addition to having a holiday break guests can also choose to take an independent living training break (see Education & Employment section p. 59).

Address: IWA Re Nua, Our Lady's
Campus, Cashel, Co Tipperary

Tel: 062 61022 or 087 1770592

Email: martina.ellis@iwa.ie

MS Care Centre

The MS Care Centre provides short-term respite care and therapy services for people with Multiple Sclerosis and other neurological conditions. Fully trained and experienced staff provide high quality personal and nursing care 24 hours a day. The centre has a holistic approach combining specialised

services such as nursing, physiotherapy and occupational therapy with social and therapeutic activities.

The MS Care Centre also has an optional MS Nursing Programme aimed at maximising the benefit of your stay by giving you the opportunity to have a full nursing assessment from an MS Nurse Specialist. This programme can enable you to find new and better ways of managing your condition. The nurses will take a full history of your MS, from diagnosis to current status and will also assess your medications, diet and lifestyle. Based on the outcome of the assessment you may be given recommendations as to ways of improving the management of your MS such as a medication review, referral to a specialist or a new technique to minimise a symptom. The MS Nurse Specialist can also refer you to your community Health Care Professionals in your local Primary Care Team such as the Occupational Therapist and the Physiotherapist. The aim is to empower you to make decisions about your therapies so you can self manage and live your life to its fullest potential.

How to apply

To apply for a stay at the MS Centre contact the Centre direct for an application form. Medical card holders can apply through the HSE in their area for assistance towards the cost of their stay. Contact the Physical and Sensory Nurse at your local Health Office (see p.82 for contact details). This should be done before coming to the Centre. Private health subscribers are advised to confirm with their insurers that they are covered to stay at the Centre.

Address: MS Care Centre, 65 Bushy Park Road, Rathgar, Dublin 6

Tel: 01 490 6234

Fax: 01 490 6724

Email: mscare@ms-society.ie
www.ms-society.ie

Nursing Homes

If a person does not wish to avail of respite at one of the above centres for whatever reason, eg. distance from home, an arrangement can be made to get a break in a nursing home of the person's choice. Contact the Physical and Sensory Disability Liaison Nurse through your local Health Office (see p. 82 for contact details).

Nursing Homes Ireland has a list of local private nursing homes by county. Go to www.nhi.ie

RehabCare

RehabCare offers a Home-Based Respite Care Service designed to give primary carers temporary relief from the rigours of round-the-clock caring both on a planned or emergency basis. The client receives assistance and support with all activities of daily living whilst in their own environment. The primary carer has the opportunity to take a break. In the South East this service is available in county Waterford and county Wexford. For further information contact:

Address: Waterford Resource Centre, Unit 2, Tramore Business Park, Tramore Road, Waterford

Tel: 051 378880

Fax: 051 378885

Email: donalobrien@rehabcare.ie
www.rehab.ie

Respite Services for Over 65's

Respite is generally available to over 65's at various HSE public nursing homes and hospitals in the South East. Application for respite services should be made through your Public Health Nurse who will make a referral to the Geriatric Liaison Nurse. Each case is considered on an individual basis by the Geriatric Assessment Team. Most of the applications are for planned respite and you should apply early if specific dates are required.

Contact your Public Health Nurse at your local Health Office (see p. 82 for contact details).

See also Private Nursing Homes below

Private Respite Services

Private Nursing Homes

Respite accommodation may also be provided in private nursing homes subject to bed availability. The usual nursing home fees apply. Apply direct to the nursing home of your choice. Nursing Homes Ireland has a list of your local private nursing homes by county.
www.nhi.ie

Respite Grant

Respite Care Grant

The Respite Care Grant is an annual payment made to carers by the Department of Social Protection. Carers can use the grant in whatever way they wish. You can use the grant to

pay for respite care if you wish, but it is not necessary to do so. If you are caring for more than one person a grant is paid for each of them. It is automatically paid to you if you are in receipt of the Carer's Allowance, Carer's Benefit, Domiciliary Care Allowance, Constant Attendance Allowance or Prescribed Relative's Allowance and you do not need to apply for the grant. If you are not in receipt of one of the above payments you may still be eligible and should complete form RGC 1 available from:

- local Social Welfare Office (see p. 85 for contact details)
- Department of Social Protection automated leaflet request line on LoCall 1890 20 23 25
- Text: Form RCG followed by your name and address to 51909
- www.welfare.ie

If you are caring for more than two people you must fill in an RCG 1(a) Respite Care Grant form for each additional person and attach it to your completed RCG1 form. Return the completed form to your local Social Welfare Office.

Physical Activity

Everyone benefits from being physically fit and research has suggested that exercise can improve the overall health of people with MS and help you to stay as mobile and active as possible. Exercise can also help manage MS symptoms, such as fatigue, muscle stiffness, balance difficulties, anxiety, depression, and bladder and bowel problems and decrease the risk of heart disease. However MS affects you, appropriate exercise can make a difference to managing and living with the condition. In addition, you may find that exercise is a good opportunity to meet new people.

MS Ireland South East Regional Project

Community Workers organise physical activity exercise programmes for People with MS to improve mobility and quality of life. The exercise is a structured programme, based on research, designed for varying levels of ability. MSI works with physiotherapy departments, Sports Partnerships, volunteers and others in delivering the activities. To access the programme people with MS need to self-refer. It is highly recommend that anyone willing to be part of this programme make it their responsibility to register their participation. This is paramount as it allows a person with MS to be allocated to his/her appropriate exercise group.

For details of your local physical activity programmes contact the MS Ireland South East Regional Project (see p. 5 for contact details).

Sports Partnerships

Local sports partnerships were established by the Irish Sports Council. Their key aims are to:

- Increase participation in sport and physical activity.
- To increase opportunities for people with a disability to take part in sports or physical activity. This can involve developing new physical activity opportunities for example; yoga for adults with MS, aqua aerobics for adults with a physical or neurological disability etc.
- Assist individuals in joining mainstream activities e.g. joining a swimming club, walking group etc. Some Sports Partnerships employ a Sports Inclusion Disability Officer whose main function is to increase the participation of people with disabilities in sport/physical activities. For details of programmes in your area contact your local Sports Partnership:

Carlow

Address: Carlow Sports Partnership, Community and Enterprise Department, Carlow County Council, Athy Road, Carlow

Tel: 059 9172452

Email: MJDUGGAN@carlowcoco.ie
www.carlowports.ie

Kilkenny

Address: Kilkenny Recreation and Sports Partnership, Desart Hall, New Street, Kilkenny

Tel: 056 7720870

Email: krsp@eircom.net

Tipperary South

Address: South Tipperary Sports Partnership, Civic Offices, Cashel, Co Tipperary

Tel: 062 64737

Email: vconnolly@stsp.ie

Waterford

- Waterford City

Address: Waterford Sports Partnership,
City Hall, The Mall, Waterford

Tel: 051 849855

Email: kkelly@

waterfordsportspartnership.ie

www.waterfordsportspartnership.ie

- Dungarvan

Address: Waterford Sports Partnership,
Civic Offices, Dungarvan

Tel: 058 21192

Wexford

Address: Wexford Sports Partnership,
County Hall, Spawell Road, Wexford

Tel: 053 9176688

Email: fran.ronan@wexfordcoco.ie

Finance & Budgeting

Managing your finances is a mainstay of modern life. The need to budget, shop around and 'spring clean' your finances is common to all. However, for families living with MS, there can be additional concern as Irish research has shown that those with disabilities incur greater living costs and this can lead to extra pressure on the bank balance. However, there is much advice, support and information available to help anyone organise their finances and secure their lifestyle for the future.

Financial advice

Monetary Advice and Budgeting Service (MABS)

MABS is a free and confidential service for people who have problems managing debts and money. MABS offices employ professional money advisers who can assist people by:

- checking their income to make sure they are getting all their entitlements such as social welfare payments.
- Contacting creditors (people or businesses that are owed money) with offers of payment if they are not able to do it themselves.
- Helping clients decide on the best way to make the payments and making out a budget.

LoCall: 1890 283 438
www.mabs.ie

Carlow

Address: 72D Tullow Street, Carlow
Tel: 059 9140977

Kilkenny

Address: 8 William Street, Kilkenny
Tel: 056 7761777

Tipperary South

- Carrick-on-Suir

Address: Nano Nagle Community Resource Centre, Clancy House, Greenside, Carrick-on-Suir, Co Tipperary
Tel: 051 645077

- Clonmel

Address: No 5 Printers Lane, Market Street, Clonmel, Co Tipperary
Tel: 052 29313
Freephone: 1800 302 402

- Tipperary

Address: 19 Davis Street, Tipperary
Tel: 062 33410

Waterford

- Waterford City

Address: 6B Wallace House, Maritana Gate, Canada Street, Waterford
Tel: 051 857929
Various outreach offices also available

- West Waterford

Address: Civic Offices, Dungarvan, Co Waterford
Tel: 058 44922

Wexford

Address: 41 North Main Street, Wexford
Tel: 053 9121504

Entitlements for People with Disabilities

If you are sick or have a disability you may be entitled to a payment from either the Department of Social Protection or the Health Service

Executive. There are two main types of payments. There are social insurance payments which you may be entitled to if you have made sufficient PRSI (Pay Related Social Insurance) contributions. Social insurance payments are not means-tested. There are also means-tested payments for those whose income is below a certain level. Remember that it is always worth applying for a payment even if you are not sure of your entitlements.

For information on all payments contact your local social welfare office, the Department of Social Protection or your local Citizens Information Centre. See p. 85 for contact details.
www.welfare.ie
www.citizensinformation.ie

Social Insurance Payments

Illness Benefit

Illness Benefit is a short-term, social insurance payment made to people who to have made sufficient PRSI contributions and are unable to work due to illness. It is not means-tested. It can be paid in the long-term. After 12 months on Illness Benefit, if you are permanently incapable of work and you satisfy the PRSI conditions, you should consider applying for Invalidity Pension. This is paid at a higher rate and opens the way to other benefits, such as free travel and the Household Benefits Package.

How to apply

You should apply within seven days of becoming ill. You can get an application form for Illness Benefit (MC1) from your GP or hospital doctor.

The reason you can only get this form from a doctor is because a doctor must fill in part of the form. You will then need to send in a social welfare medical certificate (MC2), which you can get from your doctor or consultant, during each week of your illness. If your illness is lengthy, you may be transferred onto long-duration Illness Benefit and you only have to send in monthly medical certificates.

Contact your local Social Welfare office for more information (see p. 85 for contact details) or contact:

Illness Benefit Department

Address: Social Welfare Services, PO Box 1650, Dublin 1

Tel: 01 704 3300

LoCall: 1890 928 400

Email: illnessbenefit@welfare.ie
www.welfare.ie

Invalidity Pension

Invalidity Pension is a long-term, social insurance payment made to people who have made sufficient PRSI contributions and are permanently incapable of work because of illness or disability. It is not means-tested. A doctor employed by the Department of Social Protection will decide if you are medically unfit for work and qualify on medical grounds for Invalidity pension. If you are entitled to the Invalidity Pension you are automatically entitled to a Free Travel Pass (see Transport p. 40), and you may also be entitled to other benefits such as Living Alone Allowance and the Household Benefits Package. If you are medically assessed as being unable to travel alone, you may be entitled to a Companion Free

Travel Pass.

People with a disability generally transfer to Invalidity Pension from another social welfare payment such as Illness Benefit, but in exceptional circumstances, you can transfer directly from employment to Invalidity Pension.

How to apply for Invalidity Pension

Apply on form INV 1 available from your local Social Welfare office (see p. 85 for contact details), your local Citizens Information Centre (see p. 81 for contact details), on-line from www.welfare.ie or text "Form INV" followed by your name and address to 51909. For more information contact:

Invalidity Pension Section

Address: Social Welfare Services, Ballinalee Road, Longford

Tel: 043 3340 000

LoCall: 1890 92 77 70

Means-tested Payments

Disability Allowance

Disability Allowance is a long-term, means-tested payment made to people with a disability, which must be expected to last at least a year. When you apply for Disability Allowance you can be called for a medical exam.

If you are entitled to the Disability Allowance you are automatically entitled to a Free Travel Pass (see Transport p. 40), and you may also be entitled to other benefits such as Living Alone Allowance and the Household Benefits Package. If you are medically assessed as being unable to travel alone, you may be entitled to a Companion Free Travel Pass.

How to apply for Disability Allowance

Apply on form DA1 available from your local Social Welfare office (see p. 85 for contact details), your local Citizens Information Centre (see p. 81 for contact details), on-line from www.welfare.ie or text "Form DA" followed by your name and address to 51909. For more information contact:

Address: Disability Allowance Section, Social Welfare Services, Ballinalee Road, Longford

LoCall: 1890 92 77 70

Tel: 043 3340 000

Other Entitlements

In addition to the entitlements available specifically for people with disabilities there are many other benefits available such as for carers, emergencies, accommodation, education, children, older people and bereavement amongst others. The booklet "entitlements for people with disabilities" published by the Citizens Information Board has information on all the entitlements. This booklet is available from your local Citizens Information Centre. For further information see the relevant sections in this directory or go to your local Social Welfare Office or Citizens Information Centre (see p. 81 for contact details).

See also Health & Wellbeing section for information on allowances for medical needs; medical card, GP Visit Cards, Long-term Illness Scheme, Drugs Payment Scheme.

See also Law & Equality section for information regarding complaints and appeals.

Welfare

Society of St Vincent De Paul (SVP)

SVP volunteers work confidentially with people in need to help them if they are unable to pay their bills. If you are struggling with household bills SVP can provide advice and support, including payments.

Tel: 01 838 6990

www.svp.ie

MS Society Welfare

Your local MS Society voluntary branch may have funding available for welfare purposes. A payment can only be considered if it cannot be obtained from all statutory bodies. Grants are generally one-off payments and cannot be awarded for money already paid out.

Contact the MS Society of Ireland South East Regional Project for details of your local branch (see p. 5 for contact details).

Transport

Local transport

Bus Eireann

Wheelchair accessible buses operate on all routes within Waterford City.

Tel: 051 317815

Irish Wheelchair Association (IWA)

There is a wheelchair accessible bus available to registered members of the Irish Wheelchair Association for journeys such as to and from the day centre, shopping and day trips. IWA membership is free-of-charge and open to all people with limited mobility (whether or not you are a wheelchair user) or with an interest in the association. Contact your local IWA (see p. 83 for contact details).

Taxis

The following is a list of wheelchair accessible taxis supplied by the Taxi Regulator. Your local Irish Wheelchair Association may also have details of local companies with wheelchair accessible taxis (see p. 83 for contact details).

Carlow

A1 Cabs	059 9142020
Adebayo Adeniran	083 3326186
Aisling Kehoe	086 0896424
Alfred Nolan	087 9391416
Carlow Cab Service	059 9140000
Erin Taxi	1800 744744
Liam Fitzpatrick	087 2838588
Patrick Farrell	087 2562537
Patrick Lennon	087 2818644
Patrick Nolan	087 9043800

Kilkenny

Cyril Dunne	056 7767886
	086 8302171
Fabio Pesce	086 8146395
(10am to 2.30pm only)	
Murphy's Taxis	086 3322044
	086 8261443
Paul Egan	086 8162825
RNB Cabs	085 7166842
Seamus Brett	085 2600500
Seven Taxi	056 7777777

Tipperary South

Anthony Hogan	087 2244773
Joe Ryan	086 1554444

Waterford

A One Cabs	051 851000
Atlantic Cabs	051 386177
	086 8497300
City & County Cabs	051 877710
1 st Class Taxis	051 844484
	086 8058174
Maurice Nolan	051 895121
Patrick Nugent	087 2299088
Rapid Cabs	051 858585
	051 870741

Wexford

AlphaCab	087 9544309
Byrnes	087 0605050
Dempsey's Cabs	053 9143438
Eire Street Cabs	086 0551684
John Furlong	087 9823122
Patrick Finn	087 7500540
Ronald Osman	087 1303193
Stan Stefan	087 2976033
Stephen Nixon	086 1775199
Tim Moloney	087 6301360
Wexford Cabs	053 9123123

Community Transport

Carlow

Ring a Link

Wheelchair accessible bus service for the people of Carlow, Kilkenny and Tipperary South. Ring a Link is for everyone, whether you want to visit friends, access employment, training, shopping or just to enjoy the social and recreational activities in your area. You are required to first register with the service. Wheelchair users should book at least a day in advance and other customers can book on the day of travel. You are collected from outside your home. There are various zones within the South East region and you can travel anywhere within each zone but not from one zone to another. Fares are kept to a minimum and are free of charge to Free Travel Pass holders, half price for under 16s and free for under 4s.

Areas covered within Carlow are as follows:

- Carlow – Borris area (area around Rathanna, Ballymartin, Ballymurphy, Clashganny, Glynn, Bagenalstown, etc)
- Carlow - Bagenalstown area (area around Bagenalstown including Paulstown, Old Leighlin, Leighlinbridge, Nurney, Fenagh, Myshall, Bagenalstown and Corries)

LoCall: 1890 424141

Office: 056 7790260

Email: ringalink@eircom.net
www.ringalink.ie

Kilkenny

Ring a Link

See Carlow for details of service.

Areas covered within Kilkenny are as follows:

- North East Kilkenny (Castlecomer, Ballyragget, Coan, Muckalee, Cogh, Moneenroe, etc)
- South West Kilkenny (area between Kilkenny-Clonmel Road and the Kilkenny Waterford Road, south of Kilkenny city and north of Piltown. It includes Kells, Danesfort, Kilmaganny, Dunamaggan, Stoneyford, Knocktopher, Windgap, Callan hinterlands, Killamery, etc).

Tipperary South

Ring a Link

See Carlow for details of service.

Areas covered within Tipperary South are as follows:

- Tipperary (areas of Donohill, Donaskeigh, Dunderum, Knockavilla, Cappawhite, Holyford, Tipperary Town, Cullen, Lattin, Emly, Aherlow, etc)
- Clonmel (area southwest of Clonmel including Ballyporeen, Burncourt, Clogheen, Ballylooby, Castlegrace, Ardfinnan, Grange, Knocklofty, Newcastle, Kilmanahan, etc)

Tipperary Accessible Transport

Tipperary Accessible Transport offers a door-to-door, wheelchair-accessible bus service for people with physical disabilities. Pre-booking required.

Address: Tipperary Centre for Independent Living, 40 Irish Town, Clonmel, Co Tipperary

Tel: 052 6128667

Email: margostcil@eircom.net
www.southtippcil.ie

Waterford

Déise Link

Déise Link provides door-to-door transport using local transport operators. The service is a semi-flexible transport service, i.e. the service can divert off route if necessary to accommodate passengers' needs. Déise Link is aimed at people in rural areas who are excluded or may become excluded because transport is not available, accessible or affordable to them locally.

Address: Déise Link, Civic Offices, Dungarvan, Co Waterford

Tel: 058 20845

Email: deiselink@eircom.net
www.deiselink.ie

Vantastic

Vantastic is a door-to-door dial-a-ride wheelchair-accessible minibus service. This service is for those who find it difficult to use public transport or taxis. It can be used for all sorts of journeys, making it easier to go shopping, to attend work, to attend education facilities, to attend appointments, to visit with family and to socialise. Vantastic operates a service in Waterford City and West Waterford. There is a charge for the service and it is open to members (there is a nominal annual membership fee).

Address: Vantastic, Waterford Cheshire, Johnshill, Waterford

Tel: 051 856958

Wexford

Community Car Scheme

This service is operated by a team of volunteers who collect you from your own home, take you to your hospital appointment at either Wexford General Hospital or Waterford Regional Hospital, wait at the hospital until the appointment is over and then return you home. The hospital appointment must be as a result of a referral from the hospital or your own doctor.

This is a free service open to over 65's with a Free Travel Pass. The scheme covers anyone living in County Wexford. You may bring someone with you. You need to be sufficiently mobile in order to use this service, i.e. be able to get in and out of the car. If at all possible one week's notice is required.

Address: Wexford Local Development, 9 Mallin Street, Wexford

Tel: 053 9155800

Email: rti@wld.ie

The Rural Bus

The Rural Bus provides daily and weekly services from the South West Wexford area. The Rural Bus has weekly services to New Ross, Wexford and Waterford. Should you require a door-to-door pick-up that requires some deviation from the route, this may be arranged in advance. Every Friday morning there is a community service to take you from your home to your local post office, shop, doctors,

chemist, hairdresser etc. When you are ready you will be taken home again. Free Travel Passes are accepted on all services.

Tel: 051 389679 / 051 389418

Email: info@theruralbus.ie
www.theruralbus.ie

Rural Roadrunner

The Rural Roadrunner provides a flexible community based transport service to meet the needs of those in the community experiencing transport difficulties. The service covers Wexford Town, Gorey, Enniscorthy, Bunclody and the surrounding rural areas. Passengers can call anytime up to 3.30pm the afternoon before they want travel to book a seat or to request that the bus driver divert a short distance from the normal route to pick them up.

All the buses are accessible to people with mobility problems but not all are suitable for wheelchair users. Wheelchair users should phone to make arrangements before travelling so that they can be accommodated if at all possible.

Fares are kept to a minimum. Free Travel Passes are accepted. Under 45 travel free.

Address: Wexford Local Development, 9 Mallin Street, Wexford

Tel: 053 9155800

Email: rti@wld.ie

National transport

Iarnrod Eireann

Iarnrod Eireann has published an information booklet 'Guide for rail passengers with disabilities' which outlines contact details and access facilities at each train station. For a copy visit www.irishrail.ie, **Email:** access@irishrail.ie, phone 01 7032634 or drop into your local train station. The Iarnrod Eireann website now features a 'Disabled Access' query page under 'Contact us' and you can use it to make a query on disabled access.

Ramps are available for wheelchair users. Travellers should inform staff of their requirements before travel.

Train stations in the South East:

Carlow:	059 9131633
Clonmel:	052 21982
Kilkenny:	056 7722024
Muine Bheag	0599721302
Thomaston:	056 7724218
Waterford:	051 873401
Wexford:	053 9122522

www.irishrail.ie

International Travel

Travelling by Air

It is important to give the airline plenty of notice and tell them as much as possible about your limitations and capabilities. Outline clearly what they can do to help and let them know the following information about your-self:

- What you need to help you move about (e.g. a wheelchair, or, if you can take a few steps, crutches) and if you are able to walk a few steps or not.

- Whether you will require help when entering or leaving the aircraft/to reach your seat/to get to the bathroom.
- If you have any diet requirements or require help with your meals.
- Whether you need help with luggage at the check-in desk.
- Whether another person will be accompanying you.

It is also worth reconfirming your reservation and special arrangements a few days before your trip. If you are transporting a wheelchair in the hold it is recommended that you consider taking out extra insurance.

European Health Insurance Card

See Health & Wellbeing p. 19 for details.

Drivers & Passengers in Private Cars

Learning, returning or continuing to drive

If you would like to learn to drive, to return to driving or to continue driving the following organisations can offer help and advice:

The Disabled Drivers Association of Ireland (DDAI)

The DDAI is a national organisation working for disabled people, promoting independence and equal opportunity through mobility, education and training. The organisation's members are people with disabilities themselves.

DDAI operates the National Driving Assessment Centre at the DDAI Headquarters in Claremorris, Co. Mayo. The centre is equipped with the only Static Assessment Unit in the country and provides assessments to learner drivers, as part of driver rehabilitation or to benefit older drivers. The driving school has a year round residential driving school where lessons in diversely adapted vehicles are given as part of an intensive programme of driving instruction.

The association also operates a general information service on all disability issues and entitlements, offering specialist information and advice on all aspects of disabled driving; motor insurance, purchase and adaptation of motor vehicles and the Disabled Drivers / Passengers Tax Concession Scheme, Motorised Transport Grant, driving abroad, car hire for people with disabilities and many other subjects.

Members of the association can also enjoy benefits including discounts on purchase of new cars, discounts on ferry travel, free AA breakdown service and the association's magazine "Steering Wheel" free of charge. There is a minimal annual membership fee.

The Disabled Drivers Association is accredited by the Department of Transport to issue the EU Disabled Persons Parking Card (see p. 41 for more information). You do not have to be a member of the DDAI to obtain a Parking Card from them.

Address: Ballindine, Claremorris, County Mayo

Tel: 094 9364054 or 094 9364266

Email: info@ddai.ie

www.ddai.ie

IWA National Mobility Centre

The IWA National Mobility Centre offers a Driving Tuition Service and assessment service for drivers with disabilities. Experienced professional driving instructors provide tuition to drivers with a diverse range of conditions and or disabilities. The service is aimed at people who wish to learn to drive and people who are returning to driving.

The Driving Tuition Service operates a number of driving school cars nationwide including Kilkenny and Wexford in the South East. Each vehicle in the training school fleet is automatic and fitted with a variety of adaptations to facilitate a broad spectrum of conditions and/or disabilities. In the promotion of independence and safety, all pupils prior to receiving a driving lesson are assessed by an Occupational Therapist and a driving instructor.

The IWA Driving & Assessment service additionally offers pupils the option of an intense week-long driving residential course based in IWA Cuisle centre, Roscommon.

The IWA also offers an information service by phone and on-line on all aspects of driving including car adaptations and insurance and you can apply to them for the Disabled Persons Parking Card (see p. 41 for more information).

Address: National Mobility Centre,
Ballinagappa Rd, Clane, Co Kildare

Tel: 045 893 094/5

Email: maats@iwa.ie

www.iwa.ie

Car adaptations

If you are planning on getting your vehicle adapted it is vitally important to have the adaptations made and fitted professionally for safety reasons. This is particularly important for controls adapted to operate the accelerator and brake. Your life, and the lives of other road users, may depend on it.

Unless such work is undertaken by an expert, the car bodywork could be damaged and, for example, rust proofing warranties could be invalid or serious structural weakening or damage could be caused.

It is also essential to have adaptive driving equipment, regularly maintained and serviced. These are not checked as part of an NCT test, so it is important to have your vehicle serviced on a regular basis.

It is also important to check prices with adaptation firms and shop around for the best value. It is advisable to get a written quote before committing to purchase.

For further information on car adaptations contact the Disabled Drivers Association or the Irish Wheelchair Association, National Mobility Centre (see above for contact details).

For information on benefits and entitlements for disabled drivers and disabled passengers including the Motorised Transport Grant see p. 43. The following is a list of some of

companies based in the South East who supply, manufacture and/or fit vehicle adaptations for drivers and passengers with disabilities.

Cuddihy Mobility

Provides the full range of vehicle adaptations for people with disabilities. Also wheelchair hire and maintenance.

Address: Brittas, Tullaroan, Co Kilkenny

Tel: 056 7769121

Email: jcuddihy@eircom.net

DPMS Mobility Solutions

Provides mobility and accessibility solutions for vehicles.

Address: 56A Hebron Industrial Estate, Kilkenny

Tel: 056 7702759/ 087 2982291

Email: dpmstony@msn.com
www.dpmsireland.ie

Eastern Mobility

Provides the full range of vehicle adaptations for people with disabilities.

Address: Ballinclay, Killurin, Co Wexford

Tel: 053 9128287

Motor insurance

It is recommended that if you have MS you should advise your insurance company, as it may affect your policy if you do not disclose relevant information. Remember, in order to get the best value for insurance, look for quotes from as many sources as possible.

The Disabled Drivers Association and the IWA, Dublin both offer an information service, which can provide information on insurance issues (see p. 39 for contact details).

For more information on insurance go

to the Insurance & Assurance section p. 77.

Benefits & entitlements for disabled drivers & disabled passengers

Free Travel Pass

The Free Travel Pass is available to people aged 66 and over and to certain incapacitated people under age 66. It allows you to travel, free of charge on public transport and on a number of private bus and ferry services. There is no restriction on the amount of free travel or the times of travel.

You are automatically entitled to the Free Travel Pass if you are getting a social welfare pension, Disability Allowance, Blind Pension, Carer's Allowance or Invalidity Pension. If you are entitled to the Pass you are also entitled to have your spouse or partner travel free with you. In addition, if you are unable to travel alone for medical reasons, you may get a free Companion Pass.

How to apply

If you are getting a social welfare pension, Disability Allowance, Blind Pension, Carer's Allowance or Invalidity Pension you will be issued automatically with a Free Travel Pass and you do not need to apply. Otherwise you must apply on form FT1 available from your local post office or the Department of Social Protection:

Address: Free Travel Section, Freepost, Social Welfare Services, College Road, Sligo

LoCall: 1890 500 000

www.welfare.ie

If you live in Waterford you must exchange your free travel pass for a photo pass at the CIE office:

Address: Bus Eireann Travel Centre, Bus Station, The Quay, Waterford

Tel: 051 87 9000

The Disabled Persons Parking Card

The Disabled Persons Parking Card (also known as the Disc) is available to people with certain disabilities and people who are registered blind, whether they are drivers or passengers. There is a small charge for the Card. The Parking Card can be used by a disabled person in any vehicle in which he or she is travelling and applies to the person rather than the car. The Parking Card must only be used by the person to whom it is issued. Any abuse/misuse will result in its immediate withdrawal.

Displaying the Disabled Persons Parking Card allows disabled drivers and passengers to park at parking meters and in assigned Card parking areas without charge and without a time limit. If you do park in these spaces your Parking Card must be on display.

Displaying the Disabled Persons Parking Card does not allow you to park causing an obstruction, such as in bus corridors and in clearway lanes, or park on double yellow lines. The Cards are only valid in public car parks and cannot be used in private car parks.

How to apply

If you have a Primary Medical Certificate you will be automatically entitled to a

Disabled Persons Parking Card, but you must still apply. For information on the Primary Medical Certificate see p. 19.

Once you have obtained your Primary Medical Certificate you can then contact either The Irish Wheelchair Association or the Disabled Drivers Association (see p. 39 for contact details) for an application form.

If you cannot obtain a Primary Medical Certificate you will need to write a letter to the Irish Wheelchair Association or the Disabled Drivers Association (see p. 39 for contact details) with information on the nature of your disability, how it affects you and why you need a Disabled Persons Parking Card and enclose a stamped addressed envelope. They will then send you out the application form and details. The form will require an assessment by your GP and it will need to be stamped by the Gardaí.

Tax Relief Scheme for Drivers and Passengers with Disabilities

This Scheme provides a range of tax reliefs in connection with the purchase and use of specially adapted vehicles by drivers and passengers with severe disabilities.

The Scheme is open to people who meet the specified medical criteria and have a Primary Medical Certificate. You can apply for relief either as a driver or a passenger. Alternatively, there is provision for family members to apply and a carer may also apply.

Tax relief available:

- Exemption or refund of Vehicle Registration Tax (VRT) and

Value Added Tax (VAT) on the purchase of a specially adapted car.

- Exemption or refund of VAT on the cost of adaptation, up to a maximum amount.
- Repayment of excise duty on fuel used in the vehicle, for the transport of the person with the disability, up to an annual maximum.
- Exemption from annual road tax.

Eligible vehicles:

- To be eligible the vehicle must have been specially constructed or adapted for use by a person with a disability.
- A new vehicle.
- A used vehicle, which has not been previously registered in the State and has been purchased from an authorised dealer. Your local Revenue Vehicle Registration Office will confirm if the dealer is authorised.
- A used vehicle previously registered in the State in which case the amount of the repayment will be the residual tax contained in the value of the vehicle.
- Relief is restricted to a vehicle and which has an engine size up to 2,000 cc in the case of a driver and 4,000 cc in the case of a passenger.

How to apply

Contact your local Revenue Vehicle Registration Office (see p. 85 for contact details) or contact:

Address: The Office of the Revenue Commissioners, Central Repayments Office, Freepost, M: TEK II Building, Armagh Road, Monaghan

Tel: 047 62100

Fax: 047 62199

www: www.revenue.ie

For motor tax queries contact your local motor tax office:

Carlow

Address: Athy Road, Carlow

Tel: 059 9170342

Email: motortax@carlow.ie

Kilkenny

Address: County Hall, John Street, Kilkenny

Tel: 056 7794100

Email: motortax@kilkennycoco.ie

Tipperary South

Address: Emmet Street, Clonmel, Co Tipperary

Tel: 052 6134444

Email: motortax@southtippcoco.ie

Waterford

• *Dungarvan*

Address: Shandon Business Park, Shandon Road, Dungarvan, County Waterford

Tel: 058 22000

Email:

• *Waterford City*

Address: The Deanery, Cathedral Square, Waterford

Tel: 051 849885

Email: motortax@waterfordcity.ie

Wexford

Address: County Hall, Spawell Road

Tel: 053 9176333

Email: motortax@waterfordcoco.ie

Mobility Allowance Scheme

The Mobility Allowance is a means-tested monthly payment payable by the Health Service Executive (HSE) in Ireland to people aged between 16 and 66, who have a severe disability and are unable to walk and who would benefit from a change in surroundings for example, by financing the occasional taxi journey.

The Mobility Allowance and Motorised Transport Grant (see below for information on this grant) cannot be in payment together. If you are in receipt of Mobility Allowance you can apply for Motorised Transport Grant (if eligible) but you must give up your Mobility Allowance. Also, a higher rate of Mobility Allowance is paid if you do not claim the Disabled Drivers and Passengers Tax Relief (see above for details).

How to apply

- Pick up an application form from your local Health Board office (see p. 85 for addresses) or download from www.hse.ie.
- Complete Part 1 of the application form and have Part 2 completed by your GP.
- Return the completed form to your local Health Board office.

Motorised Transport Grant

The Motorised Transport Grant is a means-tested Health Service Executive

payment for people in Ireland with disabilities who need to either buy a car, or to have a car, or other vehicle, adapted in order to enable them to drive and, as a result, earn a living.

Who can apply

- You must be over 17 years and under 66 years.
- Your disability must impede your use of public transport.
- You must hold a full driving licence.
- You must be physically and mentally capable of driving.
- You must require a car or other vehicle in order to obtain/retain employment or because you live in a very isolated location. Where your application is made on the basis of obtaining or retaining employment or self employment, the Health Service Executive must be satisfied that you are capable of holding down a job. Normally, the grant is payable where you drive yourself. However, it may be possible to get approval to have a grant paid where you own the car and arrange for its adaptation and another named person drives it because you are not physically or medically able to drive.

How to apply

- Pick up an application form from your local Health Board office (see p. 85 for addresses) or download from www.hse.ie.
- Complete Part 1 of the

application form and have Part 2 completed by your GP.

- Return the completed form to your local Health Board office.

Toll Exemptions

Disabled drivers and passengers who are registered with the Office of the Revenue Commissioners for the VRT/VAT scheme are exempt from toll charges on all toll roads in Ireland. You must apply for a National Toll Roads Concessionary Travel Card to obtain the exemption (contact details below). Once you have obtained the card it will cover you for all the toll roads in the country. For barrier free tolls (e.g. M50) you will automatically be exempt from tolls once you are registered with the Office of the Revenue Commissioners for the VRT/VAT scheme. Having a Disabled Persons Parking Card alone does not exempt you from toll charges.

National Toll Roads PLC

Address: Concessionary Travel Section,
East-Link Toll Bridge Ltd., York Road,
Ringsend, Dublin 4

Tel: 01 668 2888

Accommodation & Housing

Once you have been diagnosed with MS this may well have implications for your housing needs. If you own your own home you may have to look at ways of maintaining your independence, so that you can continue living in your own home now and into the future, such as adaptations to the home itself, home support services and financial assistance. You may have to consider social housing options, supported accommodation, or long-term residential care. The following covers many of the options currently available for accommodation and housing.

Home owners

Disabled accessibility

Building Regulations Part M requires new buildings and material alterations to an existing building, such as a change of use, to meet certain accessibility requirements. Part M does not apply to extensions except where the extension creates a new dwelling with separate access.

For information on Part M and accessibility requirements in general contact:

- the Housing Department of your local authority for more details (see p. 83 for contact details). You should also check with them as to whether you will need planning permission.
- the National Disability Authority has published a best practice guideline,

‘Building for Everyone’, which describes how to design, make and manage buildings and external environments for the inclusion, access and use of everybody. This is available on their website, www.nda.ie

- the Irish Wheelchair Association has produced “Best Practice Access Guidelines” which is available on their website www.iwa.ie, on disc or in leaflet format (see p. 83 for contact details).

- your community or private Occupational Therapist can provide design recommendations specific to your needs (see Health & Wellbeing section p. 7).

Financial assistance

You may be entitled to financial assistance towards the adaptations required to your home to ensure that you can continue to live there.

Housing Adaptation Grant for People with a Disability

A Housing Adaptation Grant is a means-tested grant which may be available where changes need to be made to a home to make it suitable for a person with a disability to live in. The grant can help you to make adaptations to your home, for example, making it wheelchair-accessible, extensions to create more space, adding a ground floor bathroom or toilet and stair-lifts. In some cases, the provision of heating can be included but only under certain conditions. The grant can be paid to people in:

- Owner occupied housing.
- Houses being purchased from a local authority under the tenant purchase scheme.

- Private rented accommodation (the duration of your tenancy can affect grant approval).
- Accommodation provided under the voluntary housing Capital Assistance and Rental Subsidy schemes.
- Accommodation occupied by persons living in communal residences.

Your application will be prioritised based on medical need. The grant may cover up to 95% of the cost of the work depending on the total cost. If you are a local authority tenant, the local authority will meet the entire cost of the works.

If you are unable to get a loan from a bank or building society to pay for the costs not covered by the grant, you may be able to get a local authority home improvement loan (see below for details).

How to apply

Apply to the Housing Department of your local authority. When the local authority receives your application, it may request an Occupational Therapist's (OT) assessment. The local authority can arrange for an OT assessment, but you can employ an OT privately to carry out an assessment and you can recoup some of this cost as part of the total grant up to the maximum you are entitled to. The grant will not be paid if you start work before the grant is approved. However, it is expected that the work will start within 6 months of your grant approval. You cannot apply for both the Mobility

Aids Grant Scheme and the Housing Adaptation Grant for People with a Disability; however, you can withdraw your application for one scheme and submit a new application under the other.

Contact the Housing Department of your local authority for more details (see p. 83 for contact details).

Mobility Aids Grant Scheme

The Mobility Aids Grant Scheme is a means-tested scheme providing grants for minor works designed to address mobility problems in the home, for example, the grant can be used for the purchase and installation of grab-rails, a level access shower, access ramps or a stair-lift. The grant is primarily for older people but people with disability can also access the scheme.

The grant can be paid to people in:

- Owner occupied housing.
- Houses being purchased from a local authority under the tenant purchase scheme.
- Private rented accommodation (the duration of your tenancy can affect grant approval).
- Accommodation provided under the voluntary housing Capital Assistance and Rental Subsidy schemes.
- Accommodation occupied by persons living in communal residences.

The grant may cover 100% of the cost of the work depending on the total cost.

Your application will be prioritised based on medical need.

How to apply

See How to apply for the Housing Adaptation Grant for People with a Disability above.

Contact the Housing Department of your local authority for more details (see p. 83 for contact details).

Housing Aid for Older People

The Housing Aid for Older People Scheme is a means-tested payment used to improve the condition of an older person's home. In general, this Scheme is aimed at people 60 years of age and above, however, if there is a case of genuine hardship the local authority may give assistance to people under 60 years. The type of work which may be grant aided includes structural repairs or improvements, re-wiring, repair or replacement of windows and doors, the provision of heating, water and sanitary services, cleaning, painting, re-wiring and any other repair or improvement work considered necessary.

The grant can be paid to people in:

- Owner occupied housing.
- Houses being purchased from a local authority under the tenant purchase scheme.

The maximum grant may cover 100% of the cost of works.

How to apply

See How to apply for the Housing Adaptation Grant for People with a Disability above.

Contact the Housing Department of your local authority for more details (see p. 83 for contact details).

Community Support Scheme for Older People

The Scheme of Community Support for Older People is designed to support initiatives to improve the security and social support of vulnerable older people. This scheme may also be available to people with disabilities. These schemes are usually run by community organisations such as Muintir na Tíre, Neighbourhood Watch or Community Alert.

Under the scheme funding can be provided for small-scale physical security equipment, such as strengthening of doors and windows, window locks, door chains, door locks and security lighting and socially monitored alarm systems (such as the 'panic button' pendant worn around the neck or wrist and operated via the telephone). The actual grant varies according to individual circumstances and in general will cover 50% to 90% of the total cost up to a maximum amount. The scheme does not cover the annual monitoring fees or maintenance fees associated with socially monitored alarms nor intruder alarms.

For information contact your local representatives of the organisations involved in the scheme or contact:

Department of Community, Equality and Gaeltacht Affairs

Address: Teeling St., Tubbercurry, Co Sligo

Tel: 071 9107821

www.pobail.ie

Other finance schemes

There are various other finance schemes available from your local

authority to help you buy, improve or extend your home. These include:

- **Improvement Works in Lieu of Local Authority Housing** - a subsidised loan scheme enabling local authorities to improve or extend privately owned houses as an alternative to providing local authority housing.
- **Local Authority Home Improvement Loan** - available to owner-occupiers for carrying out work to improve, repair or extend your existing house.
- **Mortgage Interest Supplement** - provides short-term support to help you pay your mortgage interest repayments.
- **Local Authority Mortgage** – this is for first time buyers who are unable to get a loan from a building society or bank to buy a house.
- **Rent Supplement** – contact your local Health Office for details.
- **Rental Accommodation Scheme (RAS)** - for people who are receiving rent supplement, usually for more than 18 months, and who need long-term housing.

How to apply

Contact your local authority Housing Department (see p. 83 for contact details).

Independent Living

There are various services for people with disabilities enabling

you to achieve your full potential and maximise independence so that you can live in your own home as independently as possible. If you have a medical card you may be entitled to home support services provided through the HSE. If you do not have a medical card you can use private home care services. For many people carers, who may be a family member, friend or neighbour, also play a large part in enabling you to live independently (see Carers in the Health and Wellbeing section for more information).

Entitlements for home support

HSE Home Support Service

The aim of the service is to provide personal assistance, home care and support to persons with a physical and/or sensory disability. This service provides a range of assistance packages that are tailored to meet your individual needs and circumstances. Where possible you will exercise maximum control over how these services are organised or delivered. The service includes Personal Assistants, Home Helps and Home Care Attendants and may be available to people with MS and who have a medical card. These services are provided either directly from the Health Service Executive (HSE) or the HSE may make arrangements with voluntary organisations (such as the Centre for Independent Living, Irish Wheelchair Association or RehabCare) to enable you to remain in your own home and also to provide respite for carers.

Services consist of:

Personal Assistant Service - provides assistance at your discretion and this may involve providing assistance with tasks of everyday living such as personal care, household tasks and outside the home, whether in a work or social situation, thus promoting choice and independence.

Homecare Assistant Service - provides personal support including washing, dressing and other activities of daily living, and facilitation in social, leisure and recreational activities.

Home Help Service - provides domestic type support e.g. cooking/cleaning etc. but in many cases where homecare assistants are not available the home help may also provide support of a personal nature e.g. washing or dressing.

How to apply

You can be referred for this service by your GP, Public Health Nurse or Hospital Consultant or you can contact your local Public Health Nurse at the local Health Office (see p. 82 for contact details).

Private Home Support Services

Home Instead

Home Instead provide a wide range of services to allow you to remain independent and live at home for longer than would otherwise be possible. They can provide care at home for a few hours each week up to 24 hours a day depending on the level required. There are a wide variety of home help services available, according to your needs and budget. Trained care givers provide home help including

meal preparation, light housekeeping, companionship, transport, personal care, shopping and errands as well as non-medical home nursing care.

General contact:

Tel: 1890 930 013
www.homeinstead.ie

Branches covering the South East:

Tipperary

Address: Tipperary Technology Park, Thurles, Co Tipperary

Tel: 0504 91100

Fax: 0504 20209

Email: tipperary@hisc.ie

Waterford

Address: Unit 3, Cleaboy Business Park, Old Kilmeaden Road, Waterford

Tel: 051 333966

Fax: 051 333956

Email: waterford@homeinstead.ie

Wexford

Address: Kerlogue Industrial Estate, Rosslare Road, Wexford

Tel: 053 9184042

Fax: 053 9184703

Email: wexford@homeinstead.ie

Training for Independent Living

IWA Re Nua

IWA Re Nua is a holiday/training service for people under the age of 65 who have a physical or a sensory disability, or an acquired brain injury.

The service offers training in daily living skills concentrating on supporting you to achieve maximum

independence in your home, i.e. household management, budgeting, cookery, self advocacy and other skills as defined by you.

It is a five day service offering over night accommodation. IWA staff use a person-centred approach to deliver supports around your needs. Emergency cover is provided at night. Nursing care is delivered by an outside agency and organised on your request.

Guests can expect to participate in a variety of activities that are planned in partnership with guests according to their interests. Activities include daily living skills training as well as visits to the cinema, pub, restaurants, and places of interest, bowling, shopping and more.

Address: IWA Re Nua, Our Lady's Campus, Cashel, Co Tipperary
Tel: 062 61022 or 087 1770592
Email: martina.ellis@iwa.ie
www.iwa.ie

Social Housing

Social housing is housing that is let at low rent and on a secure basis to people in housing need. It is generally provided by councils and not-for-profit organisations such as housing associations.

If you are in need of such assistance with housing the following options are currently available:

Affordable Housing

Affordable housing is provided by local authorities. An affordable home is a home that you buy at a discount to the

market price, and you must live in it. If you sell it within 20 years, you will have to pay back a percentage of the sale price to the local authority. Contact your local authority for an application form and information pack about the Scheme in your area (see p. 83 for contact details).

For more information contact:
Affordable Homes Partnership
Address: 2nd Floor, Cumberland House, Fenian Street, Dublin 2

Tel: 01 6564100

Fax: 01 6564101

Email: info@affordablehome.ie
www.affordablehome.ie

Housing Associations

Housing associations, sometimes called 'voluntary housing associations' or 'voluntary housing', are independent organisations, providing rented housing for people who cannot afford to buy their own homes or to special groups, such as older people or homeless people. In order to be housed by a local authority, you must be registered on the local authority waiting list in your area. Contact the Housing Department of your local authority (see p. 83 for contact details).

The Irish Council for Social Housing

The Irish Council for Social Housing (ICSH) can supply you with a list of your local housing associations. ICSH is the national social housing federation representing over 300 housing associations across Ireland. Members are involved in the delivery and management of social housing and related services to families on low incomes, homeless people, people with

disabilities and the elderly.
For a list of your local housing associations go to www.icsh.ie which lists the member housing associations by county and by need e.g. people with disabilities, elderly etc.

Address: Irish Council for Social Housing, 50 Merrion Square East, Dublin 2

Tel: 01 661 8334

Email: info@icsh.ie
www.icsh.ie

Although the majority of housing associations are locally based, the following housing association organisations offer a nationwide service:-

Respond!

Respond! is Ireland's largest non-profit Housing Association. Respond! have provided homes for traditional families, lone-parent families, the elderly, the homeless and disabled people. Respond has homes in 22 counties in Ireland including all counties in the South East. To be eligible for a Respond home you must be on your local authority housing list. You can then apply to Respond by filling in their application form, which can be downloaded from their website.

www.respond.ie

Tipperary South

Address: Respond, Francis Place, King Street, Clonmel, Co Tipperary

Tel: 052 6187958

Fax: 052 6187954

Email: info@respond.ie

Waterford

Address: Respond, Airmount, Dominick Place, Waterford

Tel: 0818 357 901

Fax: 051 304 007

Email: info@respond.ie

Clúid Housing Association

Clúid Housing Association develops and manages rented housing for people on low incomes and people with special needs. Clúid's core work is the provision of 'general needs' housing that is, housing for people with low incomes. It also provides 'special needs' housing, that is, housing for people with a particular need in addition to a housing need. This may include for example elderly people or people with disabilities.

Address: Clúid Housing Association, 37 Killarney Street, Dublin 1

Tel: 01 7072088

Fax: 01 7072244

Email: cluid@cluid.ie

www.cluid.ie

South East Regional Office

Address: Clúid Housing Association, Confederation House, Waterford Business Park, Cork Road, Waterford

Tel: 051 862020

Fax: 051 331066

Email: southeast@cluid.ie

www.cluid.ie

Local authority housing

Local authorities are charged under the 1988 Housing Act with supplying housing to meet the housing needs of people with disabilities, but you have to be on their list to qualify.

How to apply

If you want to be considered for social housing you must register by completing an Application for Social Housing form with your local authority. State your preferred housing type on the application form even if that housing type is not listed on the form. You will then be called for an interview and once your form has been processed, the council will place you on their housing list and advise you of your place on the list. Once your name is on the housing list, you will also become eligible to be housed by voluntary housing associations and housing co-operatives. Telephone the Housing Department on a regular basis to enquire into the availability of new developments that would meet your requirements.

Contact the Housing Department of your local authority for more details (see p. 83 for contact details).

Shared Ownership

The Shared Ownership Scheme is a local authority scheme aimed at people who cannot afford to buy their entire home in one go. It allows you to buy a proportion of your home to begin with (you must buy at least 40% of the price of the house to start with), increasing that proportion in steps until you own the whole house. Whilst you are buying a portion of your home, ownership is shared between yourself and the local authority and you make payments on a mortgage for the part you own and pay rent to the local authority for the other part.

Once you have been approved in principle for shared ownership by the local authority, you can start looking

for a new or existing house or build a new house. The home must be suitable for your needs, meet certain minimum standards and be acceptable to the local authority. If the local authority considers that you can afford the mortgage repayments and the rent, it will buy the house/apartment and grant you a shared ownership lease.

For details of the shared ownership scheme contact your local authority (see p. 83 for contact details).

Supported accommodation

Cheshire Ireland

Cheshire Ireland, in partnership with the Health Services Executive, provides a range of supported accommodation, respite and other services in 15 accommodation centres around Ireland to adults with physical disabilities. Their mission is to provide quality, person-centred services which enable people with disabilities to live a life of their own choosing.

Although in general, Cheshire provides services to adults with physical disabilities they also provide services to some people who have learning disabilities, acquired brain injuries or progressive neurological conditions.

National Contact:

Address: Cheshire Ireland, Central Office, Block 4, Bracken Business Park, Bracken Road, Sandyford Industrial Estate, Dublin 18

Tel: 01 297 4100

Fax: 01 205 2060

Email: info@cheshire.ie

www.cheshire.ie

Carlow

St Patrick's Cheshire Home

Accommodation consists of 15 single rooms in the main house and eight bungalows providing life-time adaptable homes. Services include 24 hour care and support, treatments, leisure activities and transport.

Address: St. Patrick's Cheshire Home, Tullow, Co Carlow

Tel: 059 9151386

Fax: 059 9151933

Email: carlow@cheshire.ie

Waterford

Waterford Cheshire

Accommodation is in the grounds of St. Patrick's Hospital and consists of 13 private self-contained en-suite apartments with communal facilities. They are designed for supported independent living in the mainstream community. Three of the apartments have two bedrooms to allow for a relative or carer to stay or for use as an office. In addition, there are four apartments available for dedicated respite care all year round.

Services include 24 hour support service, healing therapies, leisure activities and transport.

Address: Waterford Cheshire, John's Hill, Waterford

Tel/Fax: 051 871993

Email: waterford@cheshire.ie

Long-term residential care

Nursing Homes Support Scheme

This is a scheme of financial support for people who need long-term nursing home care. It replaces the Subvention

Scheme. If you were already getting a subvention before it ended in October 2009, you can choose to continue to receive it or you can move to the Nursing Homes Support Scheme. Under the Nursing Homes Support Scheme, you will make a contribution towards the cost of your care and the State will pay the balance. This applies whether the nursing home is public, private or voluntary. Under the scheme there is an optional application for the Nursing Home Loan, that is, you can choose to defer paying the part of your contribution which is based on your home or other property.

When the Care Needs and Financial Assessments have been completed, the HSE will write to you and inform you of your contribution to care, and your eligibility for State support and the Nursing Home Loan (if applicable). At this stage you will also be provided with the list of nursing homes that are participating in the scheme. This list will include public nursing homes, voluntary nursing homes and approved private nursing homes.

For more information there is a Nursing Homes Support Scheme Information booklet, which you can read or download on www.hse.ie, contact your local Nursing Home Support Office (contact details below) or call the HSE Infoline on 1850 24 1850.

How to apply

Applications are made to your local Nursing Home Support Office. Apply on form NHSS1 available to download on www.hse.ie or from the Nursing Home Support Office at your local Health Office (see p. 82 for contact details).

Homeless

If you are homeless or at risk of becoming homeless the following organisations can offer support and information:

Focus Ireland

Focus Ireland aims to advance the right of people-out-of-home to live in a place they call home through quality services, research, and advocacy. The services offered include providing accommodation (either with Focus Ireland, the local authority or in the private rented sector), support and assistance with training or education.

Address: Focus Ireland, 9 -12 High Street, Christchurch, Dublin 8

Tel: 01 8815900

Fax: 01 8815950

www.focusireland.ie

Waterford

Address: Focus Ireland, St John's Park, Grange Cohan, Waterford

Tel: 051 879807

Fax: 051 879811

Good Shepherd Centre

Accommodation for homeless men.

Address: Good Shepherd Centre, Church Lane, Kilkenny

Tel: 056 7722566

South East Simon Community

The South East Simon Community provides services for people experiencing homelessness and at risk of homelessness throughout the South East Region. Services include:

- Supported advocacy
 - helping people understand their housing and tenancy

entitlements and to help them access these rights through the system.

- Outreach – the provision of services to rough sleepers and people out of home.
- Re-settlement – securing appropriate accommodation options for people in emergency accommodation and helping them re-integrate into the community.
- Tenancy support – providing a range of practicable supports to help make a house a comfortable and secure home for life.
- Supported Housing – SESC owns a small number of flats across the region used when housing cannot be accessed through any other source.

Regional Development Office

Address: South East Simon Community, Unit 32, Johnstown Industrial Estate, Johnstown, Waterford

Tel: 051 874838

Mobile: 086 1205476

Email: sesimon@eircom.net

www.southeastsimon.ie

Tipperary South

Address: South East Simon Community, 2 Brighton Place, Clonmel, Co Tipperary

Tel: 052 6172742

Mobile: 086 8168482

Email: scsesimon@eircom.net

SVP Services for the Homeless

The Society of St Vincent De Paul is the biggest provider of hostels for the homeless in Ireland. The Society also provides a range of emergency

accommodation (including transitional and long-term) offering a welcoming environment to those who need assistance. Facilities are offered in education and training, employment services, personal development and resettlement.

www.svp.ie

Carlow

Address: Monastery Hostel, Dublin Road, Carlow

Tel: 059 9135229

Waterford

Address: Lady Lane Men's Hostel, Lady Lane, Waterford

Tel: 051 879930

Wexford

Address: Ozanam House Hostel, Thomas Street, Wexford

Tel: 053 9121440

Address: St Michael's Road, Gorey, Co Wexford

Tel: 053 9481912

Other resources for the homeless

You can also contact the Housing Welfare Officer at your local council or the Community Welfare Officer at your local Health Office (see p. 82 for contact details).

Heating your home

Heating your home is a major expense. However there are various benefits and grants that are available to both pay for fuel costs and to take steps to reduce energy use. It may be worth applying for these even if you are unsure of your eligibility.

Fuel Allowance

You may be entitled to this if you are receiving a long-term Social Welfare or Health Service Executive (HSE) payment and you are unable to pay for your heating needs. This is a means-tested payment, paid weekly over a 30 week period from September to April. If you qualify and you live in a listed smokeless area, you may also receive an additional amount. If you do receive the Fuel Allowance you are also eligible for the Warmer Homes Scheme (see Sustainable Energy Ireland Schemes below).

How to apply

Apply to the section in the Department of Social Protection that pays your benefit or to your local Health Office if you are receiving an HSE payment (see p. 82 for contact details).

Heating Supplement

This is an additional weekly payment to help people with extra heating needs (for example, people who are ill or have a disability or who live alone). This is a means-tested payment.

How to apply

Apply to the Community Welfare Officer at your local Health Board Office for an application form and further details (see p. 82 for contact details).

Household Benefits Package

The three allowances that make up the Household Benefits Package are:

- Electricity Allowance or Natural Gas Allowance or Electricity (Group Account) Allowance or Bottled Gas Refill Allowance.
- Telephone Allowance - a payment

towards your telephone bill.

- Free Television Licence.

You may qualify if you are aged 70 or over, if you are getting a Carer's Allowance, if you are caring for a person who gets Prescribed Relative's Allowance or Constant Attendance Allowance, if you are under age 70, are getting a qualifying payment (Invalidity Pension, Blind Pension, Unemployability Supplement, Disability Allowance) and live alone or only with certain excepted people, or you are aged between 66 and 69, satisfy a means test and live alone or only with certain excepted people.

How to apply

Apply on form HB1 available from your local Social Welfare Office (see p. 85 for contact details). Complete the form and return it to Free Schemes Section, Pension Services Office, FREEPOST, College Road, Sligo. For further information, pick up a leaflet from your Social Welfare Office (see p. 85 for contact details), contact Free Schemes at the address shown above, **LoCall:** 1890 50 00 00 ext 48371, email freeschemes@welfare.ie, or go to www.welfare.ie.

Fuel supplier payment plans

If you are experiencing difficulties paying your fuel bills, contact your natural gas or electricity supplier straight away. All suppliers offer different payment arrangements and you should be able to put in place a payment plan that you and your supplier can accept. Sometimes a pre-payment meter may be fitted at your home to allow you to remain on gas or electricity while repaying a debt and

prevent you building up any further debt.

Electricity and gas suppliers will not disconnect your supply for non-payment of bills from November to March if you are on the industry Special Services Register and you are aged 66 or over, are living alone or with another elderly person or are living with a minor. To be placed on this register, contact your supplier directly.

Household Budget Scheme

The Household Budget scheme allows people who receive certain Social Services payments to pay a regular amount towards various household bills by direct deduction from their payments. The service is operated for the Department of Social & Family Affairs by An Post. It is intended to help people getting certain social welfare payments to manage their household finances. You can choose to pay the following bills by Household Budget: Local Authority Rents and Mortgages, ESB, Bord Gais, Eircom. For more information contact:

Address: Household Budget, An Post, 4B, GPO, Freepost, Dublin 1

Freephone: 1800 707172

Sustainable Energy Ireland Schemes

Sustainable Energy Ireland administers the following financial assistance schemes to homeowners with the aim of reducing energy use, costs and greenhouse gas emissions:

• Greener Homes Scheme

The Greener Homes Scheme provides

assistance to homeowners intending to purchase a new renewable energy heating system for existing homes first occupied prior to 30th June 2008. The scheme aims to increase the use of sustainable energy technologies within Irish homes. The scheme covers solar heating, heat pumps, wood chip or pellet stoves, wood chip or pellet boilers and wood gasification boilers.

Tel: 1850 734 734

Email: greenerhomes@sei.ie
www.sei.ie

• Home Energy Saving Scheme

The Home Energy Saving scheme provides assistance to homeowners interested in improving the energy efficiency of their home. Assistance is provided by way of fixed grants towards the costs of implementing upgrade measures.

All homeowners of dwellings built before 2006 may apply as well as landlords and owners of multiple properties.

You can get a grant for the following energy saving work:

- Roof insulation
- Wall insulation - for example, cavity wall, internal dry lining or external insulation
- Replacement of a high efficiency boiler (more than 90% efficiency) including a heating controls upgrade
- Heating controls upgrade
- Building Energy Rating (BER) – if a BER is done before and after the energy saving work is carried out.

Your chosen contractor must appear on the Registered Contractor List, at the date of application and on the date of

completion of the upgrade works. The current list is available to download from www.sei.ie/hes or on request by calling 1850 927 000.

Applicants must ensure grant approval is received before proceeding with any product purchase or installation work, although homeowners availing of the BER grant may undertake the before BER ahead of grant approval being in place.

For more information contact:

Address: Sustainable Energy Ireland,
P.O. Box 119, Cahirciveen, Co Kerry

Tel: 1850 927 000

Email: hes@sei.ie
www.sei.ie/hes

• Warmer Homes Scheme

If you find it hard to afford to keep your home warm and comfortable or to pay the fuel and electricity bills, you could benefit from the Warmer Homes Scheme. This scheme is delivered mainly through community organisations. The Warmer Homes Scheme provides help with draught proofing, attic insulation, hot water cylinder lagging jackets, low energy light bulbs and cavity wall insulation. The scheme is for householders who receive Fuel Allowance, Disability Benefit or Invalidity Benefit. Services are provided either free of charge or for a small fee.

For more information and details of your local provider contact:

Email: warmehomes@sei.ie

Tel: 1800 250 204
wellandwarm.ie

SEI also has a website www.sei.ie.

powerofone.ie with tips on saving energy and fuel costs.

Other sources of assistance

If you are having difficulties paying your heating bills the Monetary Advice and Budgeting Service (MABS), the Society of St Vincent De Paul (SVP) and your local MS Society voluntary branch may be able to help (see Finance and Budgeting section p. 30).

Other accommodation issues

Employee Retention Grant Scheme

This grant is available to private sector employers when an employee develops a disability whether occupational or not. It provides funding to employers to identify accommodation or training to enable the employee to remain in their current position or to re-train them to take up another position within the organisation. Contact your local FÁS office for more information (see p. 82 for contact details).

See also Accommodation and Housing in the Law & Equality section p. 71.

Education & Training

If you are considering a career change, updating your skills or re-training there is plenty of information and assistance on offer locally. If getting out and about is difficult you could consider distance learning and obtain qualifications from the comfort of your home.

Career guidance

Regional Education Guidance Service for Adults (REGSA)

REGSA provides an independent, confidential and free educational/career guidance and information service to adults. They offer one to one guidance consultations, information sessions to community groups, careers and education presentations, as well as workshops and networking with community, voluntary and statutory organisations.

Address: REGSA, College Street Campus, WIT, Waterford
Tel: 051 302287
Email: shealy@wit.ie

VEC Adult Guidance Service

This service provides adults with access to up-to-date information on education and training courses, funding and grants, assistance with CV preparation, application forms and interview techniques, and supports them in making informed decisions for their future learning and/or career progression. This is a free, confidential service. For more information, please contact your local VEC Adult Guidance Counsellor.

Carlow

Address: VEC Adult Guidance Service, 33 Old Dublin Road, Carlow
Tel: 059 9133123
Fax: 059 9133160
Email: info@carlowadultguidance.ie

Kilkenny

Address: VEC Adult Guidance Service, Lower New Street, Kilkenny
Tel: 056 7764448
Fax: 056 7764487
Email: kilkennyadultguidance@eircom.net

Tipperary South

Address: VEC Tipperary South Adult Guidance in Education Service, The Mall, Clonmel, Co Tipperary.
Tel: 052 6134105
Email: stages@tippsouthvec.ie

Wexford

Address: VEC Adult Guidance Service, 100 North Main Street, Wexford
Tel: 053 9152067
Email: adultguidance@cowexfordvec.ie

Further education

• National organisations

FÁS

FÁS provides vocational training for the unemployed and re-entrants to the workforce through specific skills training and traineeships, and training for those in employment through apprenticeships and in-company training. People with disabilities are encouraged to avail of all these mainline training options. FÁS also contracts with Specialist Training Providers such as the National

Learning Network (see National Learning Network below) to deliver training courses to people with disabilities who require more intensive support than would be available in non-specialist training provision.

For more information contact your local FÁS office (for contact details see p. 82).

National Learning Network

National Learning Network (NLN) is the training and employment division of the Rehab Group and an internationally recognised leader in the provision of high quality, accredited training and specialist support to people who are distant from the labour market.

National Learning Network has a wealth of knowledge and experience of supporting people who might find it difficult to gain employment to develop the skills to move forward with their careers.

Nine out of ten people who complete their courses progress to employment or further education.

The organisation offers over 40 different vocational programmes. Courses offered vary, but those offered in the South East include; Employer Based Training, Rehabilitative Training, Computer Applications and Office Skills, IT by Distance Learning, Catering and Hospitality.

To apply for any of these courses you can either be referred by FÁS or contact your local NLN centre directly, but you must register with FÁS before starting a course.

Address: National Learning Network, Roslyn Park, Sandymount, Dublin 4

Tel: 01 2057200

Fax: 01 2057211

Email: info@nlm.ie
www.nlm.ie

Carlow

Address: National Learning Network, Killeshin Road, Graiguecullen, Carlow

Tel: 059 916 4257

Fax: 059 917 1788

Email: carlow@nlm.ie

Kilkenny

Address: National Learning Network, Regent House, William Street, Kilkenny

Tel: 056 779 7500

Fax: 056 779 7525

Email: kilkenny@nlm.ie

Tipperary

Address: National Learning Network, Roseville, Western Road, Clonmel, Co Tipperary

Tel: 052 6181555

Fax: 052 6181521

Email: clonmel@nlm.ie

Waterford

Address: National Learning Network, Unit 7, IDA Industrial Estate, Cork Road, Waterford

Tel: 051 359220

Fax: 051 357897

Email: waterford@nlm.ie

Wexford

Address: National Learning Network, Swan Training Centre, The Faythe, Wexford

Tel: 053 914 7279

Fax: 053 914 7303

Email: wexford@nlm.ie

Vocational Educational Committee (VEC) Services

The VEC has a wide range of educational programmes for adults with branches throughout the South East. Each county has a VEC Adult Education Organiser who can be contacted for information and advice on local adult education courses and facilities in the South East.

The services offered include:

• VEC Adult Guidance Service

See Career Guidance p. 59.

• VEC Community Education Service

This service facilitates and supports community based learning in locations throughout the county. Its aim is to encourage adults to return to learning in their own local communities.

Subjects include personal development, art, sign language, crafts, computer skills and are organised in association with voluntary and community groups such as active retirement groups, the Deaf Association and family resource centres.

• VEC Back to Education Initiative

The Back to Education Initiative (BTEI) provides part-time further education programmes for young people and adults. The aim is to give people an opportunity to combine a return to learning with family, work and other responsibilities. Programmes are offered throughout the year on a flexible part-time basis in the mornings, afternoons, evenings or weekends. For further information contact the BTEI Co-ordinator in your local VEC.

• Vocational Training Opportunities Scheme (VTOS)

Vocational Training Opportunities Scheme (VTOS) allows people aged 21 or over who have been receiving certain social welfare payments for at least six months to take up a full-time education course at certain VECs around the country and still keep their social welfare payment. Additional allowances may also be paid such as for lunch and travel. Free books and materials and limited childcare support are also provided.

For details on all VEC courses contact your local VEC Adult Education Office:

Carlow

Address: VEC Adult Education Office, Athy Road, Carlow

Tel: 059 9138568

Fax: 059 9138587

Email: mduffy@carlowvec.ie

Kilkenny

Address: VEC Adult Education Office, 43 Upper Patrick Street, Kilkenny

Tel: 056 7765103

Fax: 056 7751094

Email: aaed@indigo.ie

Tipperary South

Address: VEC Adult Education Office, The Mall, Clonmel, Co Tipperary.

Tel: 052 6126269

Fax: 052 6121030

Email: adulted@tippsouthvec.ie

Waterford

Address: VEC Adult Education Office, Ozanam Street, Waterford

Tel: 051 873195

Email: info@adulthoodeducation.ie

Wexford

Address: VEC Adult Education Office, Ardavan Business Park, Ardavan, Wexford

Tel: 053 9123799 (Grants 053 9180033)

Fax: 053 9124109

Email: info@cowexfordvec.ie

• Local organisations

Kilkenny

KCAT (Kilkenny Collective for Arts Talent) Art & Study Centre

The KCAT Art Study Centre is a project of the Camphill Communities Ireland. It is inclusive and attracts a mix of people from the community. The Centre offers art courses leading to a level 5 FETAC qualification. The courses are either full or part-time and cover eight modules in painting, drawing, sculpture, mixed media, print making, photography and communications. There is a small charge to cover materials.

Address: KCAT, Callan, County Kilkenny

Tel: 056 77551155

Email: info@kcat.ie

www.kcat.ie

Waterford

Dunhill Multi-Education Centre

Dunhill Multi-Education Centre is a community owned education centre established to empower people to get the full benefits and power of an educated mind, in all aspects of their life – at work, at home, at play. The centre aims to provide equal access to learning where all people have the opportunity to acquire and develop the

skills needed to participate in today's knowledge based society. Courses vary from evening classes to diploma and degree courses. Facilities are fully wheelchair accessible. Discounts available on in-house courses for over 65's and people on Disability Allowance.

There is an accessible bus to bring people to and from the Centre.

Address: Dunhill Multi-Education Centre, Ballyphilip, Dunhill, Co Waterford

Tel: 051 396934

Email: enquiries@dunhilleducation.com
www.dunhilleducation.com

Wexford

Community Training and Education Centre (CTEC)

CTEC is a leading provider of certified and customised training in the South East offering programmes in ICT and Business, Childcare, Healthcare Support and Youthwork. CTEC provides training for those seeking employment, participants on FÁS Community Employment schemes and those who are employed but who wish to enhance their skills base. In addition, they provide tailor-made training to suit the needs of individuals and/or groups and on-site business training.

CTEC also offer courses through Recognised Prior Learning (RPL) where the valuable skills gained at work are recognised to achieve a recognised FETAC award.

You may be eligible for funding through your local FÁS office or your local Social Welfare office (see p. 82 for contact details).

Address: CTEC, Norse Gate House, St Peter's Square, Wexford

Tel: 053 121036

Email: info@ctecwexford.ie
www.ctecwexford.ie

Third-level education

• General information

Applying to college

Students with a disability may apply for admission to a third level institution through the Central Admissions Office (www.cao.ie). Some institutions reserve a number of places for people with disabilities and in these cases you must apply directly to the individual institution for a place. You can apply through both systems (CAO and direct to the institution) for the same academic year and if you get an offer from both systems you can choose whichever suits you better.

Disability Liaison Officers

Most third-level institutions have a Disability Liaison Officer or an Access Officer who may provide services such as assistance in applying for a place reserved for people with disabilities, finding suitable accommodation, arranging any special access requirements and provision for sitting examinations. You are recommended to contact the Disability or Access Officer as early as possible so that you can avail of the supports and services specifically designed to assist you.

Grants and Supports

The Higher Education Authority Fund for Students with Disabilities is available for students with a disability who require additional supports and services in further or higher education. To

qualify you must be registered with a college and registered with the college's Disability/Access Office. The Disability or Access Officer will carry out a needs assessment which will identify your support needs and then submit an application to the Fund for Students with Disabilities on your behalf. The types of supports available include sign language interpreters, personal assistants and assistive technology. The Disability/Access Office can also provide students with learning support. This service may include support with study skills, reading techniques, memory techniques, essay writing, time management and examination preparation. One to one tuition is also available in the majority of Institutions for students who need it. Any funding allocated to you will be administered through the disability or access office in the college. No money will go directly to you and it cannot be used to cover other costs such as food, books or study materials.

The Higher Education Authority's Fund for Students with Disabilities is also available to students doing FETAC Level 5 or 6 courses. In this instance you should contact the Further Education College Principle who will apply on your behalf.

Social Welfare Payments

Students may be eligible for a Disability Allowance and local authority Maintenance Grant. Students in receipt of a social welfare payment such as a Disability Allowance may be able to transfer to the Back to Education Allowance (BTEA). This payment is similar to the Disability Allowance but there are added benefits. These include

a once-off Cost of Education payment at the start of the academic year to help with the cost of books or course equipment. Another advantage is that students can work while on the scheme without affecting their payment. To avail of the Back to Education Scheme students must be registered on a full time course. Also to qualify for BTEA you must have been in receipt of Disability Allowance for the previous six months. If eligible, it is then a case of transferring from one payment to another.

For more information on student finance go to www.studentfinance.ie and www.heai.ie.

Association for Higher Education Access and Disability (AHEAD)

AHEAD is an independent non-profit organisation working to promote full access to and participation in further and higher education for students with disabilities and to enhance their employment prospects on graduation. AHEAD provides information to students and graduates with disabilities, teachers, guidance counsellors and parents on disability issues in education.

AHEAD works with graduates and employers through the Get Ahead Graduate Forum and the WAM (Willing, Able Mentoring) programme. The WAM Programme aims to promote access to the mainstream Irish labour market for graduates with disabilities by working with employers to change mindsets, perceptions and cultures. This is achieved through the provision of paid and mentored work placements.

Address: AHEAD, East Hall, UCD, Carysfort Avenue, Blackrock, Co Dublin
Tel: 01 7164396 or 01 2789325 (WAM programme)

Email: ahead@ahead.ie
or warm@ahead.ie (WAM programme)
www.ahead.ie

• Third Level Institutions in the South East

Carlow

IT Carlow

Address: Kilkenny Road, Carlow
Tel: 059 9175000 (general enquiries)
059 9175603 (Access Office)
Email: info@itcarlow.ie (general enquiries)
access@itcarlow.ie (Access Office)
www.itcarlow.ie

Kilkenny

NUI Maynooth Kilkenny Campus

Address: Kilkenny Campus (NUI Maynooth), St Kieran's College, College Road, Kilkenny
Tel: 056 7775910
Email: kilkenny.campus@nuim.ie
Fax: 056 7761369

Tipperary

Tipperary Institute

Address: Tipperary Institute, Access Office, Nenagh Road, Thurles, Tipperary & Tipperary Institute, Cashel Court, Clonmel, Tipperary
Tel: 0504 28000
0504 28077 (Access Office, Thurles)
Fax: 0504 28001
Email: info@tippinst.ie (general enquiries)
access@tippinst.ie (Access Office)
www.tippinst.ie

Waterford

**Waterford Institute of Technology
(WIT)**

Address: Waterford Institute of
Technology, Disability Office, Cork Rd,
Waterford

Tel: 051 30 2000 (general enquiries)
051 302871 (Disability Office)

Email: info@wit.ie (general enquiries)
disabilityoffice@wit.ie (Disability Office)
www2.wit.ie

Employment & Career

Employment supports

FÁS

FÁS provides a range of services to help you find paid employment. They can give details of job vacancies; they can arrange a career guidance interview and give you details of FÁS training (see Education section above for more information) and employment programmes.

FÁS have a range of employment support schemes for people with disabilities including:

- **Wage Subsidy Scheme:** This is available to employers who provide a minimum of 20 hours of employment a week for workers with disabilities. The wage subsidy is paid to the employer.
- **Supported Employment Programme:** This provides supports to help people with disabilities access the open labour market. Sponsor organisations employ job coaches to provide a range of supports tailored to the individual needs of a jobseeker. Participants are expected to be able to work at least 18 hours a week when they get open employment. FÁS will refer you to the Job Coach at your local Supported Employment Agency:

Carlow

Address: Carlow Area Supported Employment, Pollerton Road, Carlow

Tel: 059 9135564

Email: casel@eircom.net

Kilkenny

Address: Kilkenny Area Supported Employment Service, Unit 1, 3rd Floor, Desart House, New Street, Kilkenny

Tel: 056 7772549

Email: kasesmail@eircom.net

Tipperary South

Address: Tipperary South Supported Employment, 11 Nelson Street, Clonmel, Co Tipperary

Tel: 052 29465

Email: stsep@eircom.net
www.stsep.ie

Waterford

Address: Waterford Employment Support Agency, Unit F5, City Enterprise Centre, Waterford Business Park, Cork Road, Waterford

Tel: 051 845478

Email: wesa@eircom.net

Wexford

Address: Wexford Consortium for Supported Employment, Room 30, I.F.A Centre, Mill Park Road, Enniscorthy, Co Wexford

Tel: 053 9243930

Email: wcse@eircom.net

- **Job Interviewer Interpreter Grant Scheme:** This provides a grant for an interpreter to accompany a person with a speech/hearing impairment to a job interview.
- **Workplace Equipment and Adaptation Grant Scheme:** The Workplace Equipment and Adaptation Grant Scheme is available to employers and employees who need premises or equipment to be adapted or for

buying specialist equipment to help employees with disabilities to carry out their work.

- **Employee Retention Grant Scheme**

This grant is available to private sector employers when an employee develops a disability whether occupational or not. It provides funding to identify accommodation or training to enable the employee to remain in their current position or to re-train them to take up another position within the organisation.

Other employment options may be available such as Community Employment Schemes.

For more details on all FÁS schemes contact your local FÁS Employment Services Office (for contact details see p. 82).

Employment Rights

The National Employment Rights Authority (NERA)

NERA provides information to employees and employers, monitors employment conditions through its inspection services and can enforce compliance and seek redress. NERA covers many aspects of employment rights including wages, annual leave, working hours, redundancy, dismissal, and notice.

Address: NERA, O'Brien Road, Carlow
LoCall: 1890 80 80 90
Email: info@employmentrights.ie
www.employmentrights.ie

Self Employed

County Enterprise Boards (CEBs)

CEBs were established to provide support for small businesses with 10 employees or less, at a local level. CEBs provide direct grant-support to new and existing enterprises and promote entrepreneurship, capacity building and women-in-business at local level, to micro enterprises in the commercial sphere. The CEBs also provide advice, mentoring, grants and financial supports for training and growth.

Carlow

Address: Carlow County Enterprise Board, Enterprise House, O'Brien Road, Carlow

Tel: 059 9130880

Fax: 059 9130717

Email: enterprise@carlow-ceb.com
www.carlow-ceb.com

Kilkenny

Address: Kilkenny County Enterprise Board, 42 Parliament Street, Kilkenny

Tel: 056 7752662

Fax: 056 7751649

Email: enquiries@kceb.ie
www.kceb.ie

Tipperary South

Address: Tipperary County Enterprise Board, 1 Gladstone St., Clonmel, Co Tipperary

Tel: 052 6129466

Fax: 052 6126512

Email: ceb@southtippcoco.ie
www.southtippcob.ie

Waterford

- Waterford City

Address: Waterford County Enterprise Board, Enterprise House, New Street Court, New Street, Waterford

Tel: 051 852883

Fax: 051 877494

Email: info@waterfordceb.com
www.waterfordceb.com

- Waterford County

Address: Waterford County Enterprise Board, The Courthouse, Dungarvan, Co. Waterford.

Tel: 058 44811

Fax: 058 44817

Email: waterfordceb@cablesurf.com
www.enterpriseboard.ie

Wexford

Address: Wexford Waterford County Enterprise Board, Unit 1 Ardcavan Business Park Ardcavan Wexford

Tel: 053 9122965

Fax: 053 9124944

Email: info@wexfordceb.ie
www.wexfordceb.ie

Social Welfare Payments & Employment

If you are getting a disability payment, for example, Disability Allowance, Invalidity Pension or Illness Benefit, you may be allowed to participate on a FÁS training course or Community Employment scheme or do some other work that is rehabilitative or therapeutic. First you must get written approval from the Department of Social Protection to do rehabilitative work and retain your disability payment. For Disability Allowance, Blind Pension and Invalidity Pension there is no minimum period of time for which you

must have been getting your payment before you can apply. However, in general you must be on Illness Benefit for at least 6 months before you will be considered for approval. Your FÁS training allowance or earnings from rehabilitative employment (including Community Employment) may affect your disability payment, and any secondary benefits.

For more information, contact your local Social Welfare Office (see p. 85 for contact details) or go to www.welfare.ie

Law & Equality

If you are not satisfied with a service you have received there are various ways of making a complaint and this can depend on who supplied the service. There are some general principles which apply to making a complaint: act as soon as possible after the event; make a record of what happened and keep relevant paperwork; be very clear about the complaint; find out who you should make the complaint to; start with an informal approach first such as making a phone call and make use of the available professional help.

Legal aid, advice & information services

General aid, advice & information

Citizens Information Services

A nationwide network of Citizens Information Services provide free, confidential and impartial information on all aspects of rights and entitlements. Some centres offer a limited legal service by appointment. See p. 81 for contact details of your local centre.

www.citizensinformation.ie

People with Disabilities Ireland (PwDI)

PwDI represents all people with disabilities. Their services include support, information, advocacy, lobbying and research.

Address: PwDI 4th Floor Jervis House, Jervis Street, Dublin 1

Tel: 01 872 1744

Fax: 01 872 1771

Email: info@pwdi.ie
www.pwdi.ie

For more information contact your local PwDI Network:

Kilkenny

Address: Kilkenny PwDI, 5A Upper New Street, Kilkenny

Tel: 056 7756680

Email: kilkennypwdi@unison.ie

Waterford

Address: Waterford Cheshire, Johnshill, Waterford

Tel: 051 856958

Wexford

Wexford PwDI, 98 Centre, Inruld Road, Enniscorthy, Co Wexford

Tel: 087 8139807

Email: clevingstone@eircom.net

There are also PwDI Representatives in Carlow and Tipperary. For details contact the National Office.

Advocacy Services

An Advocate can support and empower you to assert your views and claim your rights and entitlements, and where necessary represent and negotiate on your behalf. An Advocate can support you in seeking services such as social welfare, housing, health services, employment and grants. The following organisations offer free and confidential advocacy services for adults with physical and/or sensory disabilities:

Carlow & Kilkenny

Cumas Advocacy Service

Address: Carlow Centre for Independent Living, St Fiacc's Leisure Centre, Graiguecullen, Carlow

Tel: 059 9130014

Email: ckcumas@eircom.net

Kilkenny

Ar nglor Advocacy Service

Address: The Good Shepherd Centre, Church Lane, Kilkenny

Tel: 056 7703652

Email: mgray@shineonline.ie

DESSA Community Advocacy Project

Monthly clinic held in Kilkenny

Address: St Brigid's Family Resource Centre, Lower Yellow Road, Waterford

Tel: 051 355710

Email: advocacy@dessa.ie

Tipperary South

Tipperary Advocacy Service

Advocate: Anna Newman

Address: C/o TACD Office, Parnell House, Cuchulainn Road, Thurles, Co Tipperary

Tel: 087 2562103

Email: tipperaryadvocate@gmail.com

Waterford

DESSA Community Advocacy Project

Address: St Brigid's Family Resource Centre, Lower Yellow Road, Waterford

Tel: 051 355710

Email: advocacy@dessa.ie

Waterford Independent Advocacy Service

Address: Waterford Citizens Information Centre, 37 Lower Yellow Road,

Waterford

Tel: 051 370004

Email: waterford.advocate@citinfo.ie

Wexford

Wexford Advocacy Disability Service

Address: Unit 3, The Plaza, Pearse Street, Gorey, Co Wexford

Tel: 053 9489518

Email: info@wads.ie
www.wads.ie

Free Legal Advice Service (FLAC)

FLAC is an independent legal rights organisation which campaigns for greater access to justice, including more and better legal information for the public.

They offer some legal assistance to the public by way of legal information and advice. However, in the normal course of events they cannot offer legal representation.

FLAC offers first-stop legal information to the public via its telephone information and referral line.

FLAC also operates a network of part-time Legal Advice Centres throughout Ireland in conjunction with the Citizens Information Board. These advice centres are open in the evening and the service is provided by volunteer lawyers. For details of your local Legal Advice Centre contact your local Citizens Information Centre (see p. 81 for contact details).

Address: FLAC 13 Lower Dorset Street, Dublin 1

LoCall: 1890 350 250

Fax: 01 8745320

www.flac.ie

Accommodation & housing

Threshold

Threshold is a not-for-profit organisation whose aim is to secure a right to housing, particularly for households experiencing the problems of poverty and exclusion. They provide free and confidential information, advice and support to people with housing problems.

Address: 21 Stoneybatter, Dublin 7

Tel: 01 678 6096

LoCall: 1890 43 44 45

Email: advice@threshold.ie
www.threshold.ie

Local authority

Local authorities enforce minimum housing standards. If you think that your home does not comply with the minimum standards, you should complain to the local authority whether you are a local authority tenant or housing association tenant. Failure to comply with the minimum standards can result in penalties and prosecution. Housing authorities can issue Improvement Notices and Prohibition Notices to landlords who breach the minimum standards regulations setting out the works that the landlord must carry out to remedy a breach of the regulations. If the landlord does not do these works, the housing authority may issue a Prohibition Notice, directing the landlord not to re-let the property until the breach of the regulations has been rectified.

If you are a private tenant and you think your accommodation is sub-standard or your landlord refuses to carry out repairs you can also ask the

local authority to make the landlord comply with these standards. Further disputes between landlords and tenants in the private sector can be mediated by the Private Residential Tenancies Board (see below for contact details).

Contact the housing department of your local authority for more information (see p. 83 for contact details).

Private Residential Tenancies Board

The PRTB was established to resolve disputes between landlords and tenants; operate a national tenancy registration system and provide information and policy advice on the private rented sector. The PRTB dispute resolution service replaces the courts in relation to the majority of landlord and tenant disputes. The dispute resolution service can be used where a tenant, landlord or third party is unable to resolve the matter themselves. The service provided includes mediation, adjudication and or a tribunal. There is a small charge for the PRTB services.

Threshold provides free advocacy and representation for tenants who bring cases to the Private Residential Tenancies Board (see above for contact details).

Address: PRTB, 2nd Floor, O'Connell Bridge House, D'Olier Street, Dublin 2

Tel: 01 6350 600

Fax: 01 6350 601

www.prtb.ie

Employment

The National Employment Rights Authority (NERA)

NERA provides information to employees and employers, monitors employment conditions through its inspection services and can enforce compliance and seek redress. NERA covers many aspects of employment rights including wages, annual leave, working hours, redundancy, dismissal, and notice.

Address: NERA, Information Services, O'Brien Road, Carlow

LoCall: 1890 80 80 90

Email: info@employmentrights.ie
www.employmentrights.ie

See also Equality Authority and Equality Tribunal above

Financial services

Financial Services Ombudsman

The Financial Services Ombudsman is a statutory officer who deals independently with unresolved complaints from consumers about their individual dealings with all financial service providers. If you have followed the internal complaints procedures of your financial service provider and you are still not satisfied the Financial Services Ombudsman may investigate a complaint. The Ombudsman is the arbiter of unresolved disputes and is impartial. It is a free service. Complaints can be made online or by printing a form from the website.

Address: Financial Services Ombudsman, 3rd Floor, Lincoln House, Lincoln Place, Dublin 2

LoCall: 1890 88 20 90

Tel: 01 6620899

Fax: 01 6620890

www.financialombudsman.ie

See also Insurance section p. 77

General Enforcement Bodies

Legal Aid Board

The Board is responsible for the provision of legal aid and advice on matters of civil law to people unable to fund such services from their own resources.

The Legal Aid Board does not provide legal aid in criminal matters. To qualify for services you must satisfy the Board's financial eligibility requirements. You must also satisfy the Board that your case has merit. The service includes:

- Legal advice

Legal advice is any oral or written advices given by a solicitor or a barrister in civil matters. It can include writing letters on your behalf and acting for you in negotiations with other persons. Legal advice is provided by solicitors in the Board's law centre network.

- Legal aid

Legal aid means representation by a solicitor or barrister in civil proceedings in the District, Circuit, High and Supreme Courts. Legal aid is provided by solicitors employed by the Board in its law centres.

You may have to join a waiting list for these services so you should apply as quickly as possible.

www.legalaidboard.ie

For more information contact your local Law Centre:

Kilkenny

Address: Legal Aid Board, 87 Maudlin Street, Kilkenny

Tel: 056 7761611

Fax: 056 7761562

Tipperary

Address: Legal Aid Board, Friars Court, Abbey Street, Nenagh, Co Tipperary

Tel: 067 34181

Fax: 067 34083

Waterford

Address: Legal Aid Board, Canada House, Canada Street, Waterford

Tel: 051 855814

Fax: 051 871237

Wexford

Address: Legal Aid Board, Unit 8 Redmond Square, Wexford

Tel: 053 9122622

Fax: 053 9124927

Office of the Ombudsman

The Ombudsman investigates complaints from members of the public who feel they have been unfairly treated by certain organisations. The Office of the Ombudsman investigates complaints about the administrative actions of Government Departments, the Health Service Executive, local authorities and An Post. The Ombudsman is impartial and independent. Before you contact the Ombudsman you must first try to solve your problem with the public body concerned. In some cases there may be formal local appeals systems which you will have to go through before coming

to the Ombudsman, for example the Social Welfare Appeals Office. If you fail to resolve your problem and you still feel the body concerned has not treated you fairly then contact the Ombudsman.

Address: Office of the Ombudsman, 18 Lower Leeson St, Dublin 2

Tel: 01 639 5600

LoCall: 1890 223030

Fax: 01 6395674

Email: ombudsman@ombudsman.gov.ie
www.ombudsman.ie

Equality Authority

The Equality Authority is an independent, statutory body set up to promote equality under the employment equality and equal status legislation. This legislation outlaws discrimination in employment, vocational training, advertising, collective agreements, the provision of goods and services and other opportunities to which the public generally have access on nine distinct grounds. These are: gender, marital status, family status, age, disability, race, sexual orientation, religious belief and membership of the Traveller Community. Discrimination is described in the Act as the treatment of a person in a less favourable way than another person is, has been or would be treated on any of the above grounds.

The Equality Authority has a Public Information Centre providing information on the working of the equality legislation. The Public Information Centre is not in a position to offer legal advice. The Equality Authority also has an

in-house Legal Service that may, at its discretion, where the case has strategic importance, provide free legal assistance to those making complaints of discrimination under the equality legislation. You may get assistance from the Equality Authority to take a case to the Equality Tribunal. However, given the limits on available resources, it is not possible to provide legal assistance for all those who request it and it provides such assistance only in a small percentage of cases.

Address: Equality Authority, 3 Clonmel Street, Dublin 2

LoCall: 1890 245545

Tel: 01 4173333

Fax: 01 4173331

Email: info@equality.ie
www.equality.ie

Equality Tribunal

The Equality Tribunal is an independent statutory office which investigates or mediates complaints of unlawful discrimination under the employment equality and equal status legislation. The Equality Tribunal's principal role is the investigation and mediation of complaints of discrimination in relation to employment and in relation to access to goods and services, disposal of property and certain aspects of education. This protection against discrimination applies to all nine grounds on which discrimination is prohibited under the equality legislation (see Equality Authority above). The services are accessible to all and are free of charge. Customers are not required to be formally represented.

An investigation is carried out by a Tribunal Equality Officer who has extensive powers to obtain information to enable them to conduct an investigation. Mediation, where a trained Mediation Officer helps both sides to reach an agreement that is acceptable to both, is available where appropriate. Where a complaint of discrimination is upheld, compensation can be awarded. Decisions are binding unless appealed.

Address: The Equality Tribunal, 3 Clonmel Street, Dublin 2

LoCall: 1890 34 44 24

Tel: 01 4774100

Fax: 01 4774141

Email: info@equalitytribunal.ie
www.equalitytribunal.ie

Public service complaints

Health Service Executive (HSE)

Complaints

If you are unhappy about any aspect of the HSE's service, if you have a suggestion for improvement or wish to make any comment, you can:

- In person talk to any member of HSE staff, service manager or complaints officer.
- Complete and submit the HSE's "Your Service, Your Say" comment card available in all health service locations nationwide. You can place this in feedback boxes provided in reception areas, wards, health centres, service areas and offices.
- Email to yoursay@hse.ie with your

feedback

- Send a letter or fax to any HSE location.

- LoCall on 1890 424 555. Your call will be answered by a staff member from HSE Consumer Affairs.

Depending on the nature and seriousness of your complaint a staff member or service manager will attempt to resolve your complaint locally or a complaints officer will look into the issues raised in your complaint. Your complaint will normally be dealt with within 30 days.

If you are not satisfied with the recommendations made by the complaints officer or the way your complaint was dealt with you may request a review from:

Address: HSE Head of Consumer Affairs, Oak House, Millennium Park, Naas, Co Kildare

LoCall: 1890 424 555

Fax: 1890 200 893

Appeals

If you are unhappy with a decision made by the Health Service Executive concerning your entitlement to services and entitlements you have the right of appeal to the HSE Appeals Officer in your local area. The Appeals Officer will review the original decision and decide if it was made in line with current legislation, regulation and guidelines. You do not have to pay anything to make an appeal.

You can appeal by writing a letter, sending an email or filling an Appeals Form. Appeals Forms can be obtained at your local Health Office or Citizens

Information Centre (see p. 81 for contact details).

Social Welfare

Complaints

If you have a complaint about the service you have received from the Department of Social Protection you can make the complaint in person at one of their Social Welfare offices, phone LoCall Enquiry Line: 1890 662244 or via the website www.welfare.ie.

Appeals

If you want to appeal because you have been refused a social welfare payment or get less than you expected, you can appeal the decision to the Social Welfare Appeals Office within 21 days. The Social Welfare Appeals Office operates independently of the Department of Social Protection. It aims to provide an independent, accessible and fair appeals service for entitlement to social welfare payments.

An appeal can be made on a Notice of Appeals form (available from your local Social Welfare Office, from the Social Welfare Appeals Office or from the website www.socialwelfareappeals.ie) or you can write a letter, but it is important to explain your case fully. The Appeals Officer will inform you in writing as to whether or not your appeal has been successful. The Appeals Officers decision is normally final and conclusive. For more information contact:

The Chief Appeals Officer

Address: The Social Welfare Appeals Office, D'Olier House, D'Olier Street, Dublin 2

LoCall: 1890 747 434

Fax: 01 671 8391

Email: swappeals@welfare.ie
www.socialwelfareappeals.ie

Access Officers

The Disability Act 2005 provides a statutory basis for accessible public services placing obligations on public bodies to make their services and information accessible to people with disabilities.

The Department of Social Protection has appointed Access Officers who are responsible for providing or arranging for, and co-ordinating assistance and guidance, to persons with disabilities accessing services provided by the offices and generally to act as a point of contact for people with disabilities wishing to access such services. To contact the Access Officer for the South East:

Tel: 051 356029

Email: rita.morrissey@welfare.ie

If you are not satisfied with the service you have received from the Department of Social Protection you can contact one of their Inquiry Officers who will investigate complaints made under the Disability Act. The complaint must be made in writing to:

Address: The Secretary General
Department of Social Protection, Áras
Mhic Dhiarmada, Store Street, Dublin 1

Tel: 01 7043878/97

Fax: 01 7043721

Email: secretary.general@welfare.ie

Insurance & Assurance

It is recommended that you advise your insurance companies that you have MS as it may affect your policy if you do not disclose relevant information. Remember, in order to get the best value for insurance, look for quotes from as many sources as possible.

If you have concerns over your insurance or you do not feel that you have been treated fairly the following organisations may be able to help:

Irish Insurance Federation

The Irish Insurance Federation runs a free Insurance Information Service (IIS) for members of the public. The IIS can help if you want information about insurance, or need help in resolving a problem with your insurance company. Motor insurers who are members of the Irish Insurance Federation have undertaken not to restrict cover or load the premiums of drivers with disabilities unless there is evidence of additional risk. So, if you have a disability and your premium is loaded, the insurance company must clearly explain the reasons for your increase. These reasons must be based on tangible facts, such as a previous claims record. Individual insurers have the right to refuse you cover, but they must provide you with a reason for the refusal should you ask for one. However, even though you have been refused cover, you are entitled to go to the Declined Cases Committee of the Irish Insurance Federation which will obtain an insurance quotation for you. In order for the Committee to consider your case

you must first have sought and been refused quotations in writing from at least three insurers.

The IIF website has a list of insurance companies who are members.

Address: Irish Insurance Federation, 39 Molesworth Street, Dublin 2

Tel: 01 676 1914

Fax: 01 676 1943

Email: fed@iif.ie
www.iif.ie

Financial Services Ombudsman

The Financial Services Ombudsman is a statutory officer who deals independently with unresolved complaints from consumers about their individual dealings with all financial service providers including insurance. See Law & Equality section p. 72 for more information.

See also Equality Authority and Equality Tribunal in the Law & Equality section p. 73.

National Consumer Agency

The National Consumer Agency has a website comparing the premia charged by various insurers and the policy benefits. This may help you find the best quote for your needs.

www.itsyourmoney.ie

Motor Insurance

The Disabled Drivers Association and the IWA, Dublin both offer an information service, which can provide information on insurance issues (see p. 83 for contact details). See also Irish Insurance Federation above

Assistive Technology, Aids & Appliances

Assistive Technology consists of a broad range of devices, technical aids and strategies, that can help solve problems faced by people with disabilities in every day life, education, employment or social activities.

Assistive Technology can be invaluable to people with MS to facilitate personal independence in everyday living. However, the equipment can be expensive, so before purchasing it is important to seek out independent advice on what is available and what is most suitable for your needs and where possible to obtain a full assessment by an Occupational Therapist, a Physiotherapist or a relevant health professional.

Organisations that can offer assistance in Assistive Technology and/or aids and appliances are:

Central Remedial Clinic (CRC)

The Central Remedial Clinic provides a quality assessment service for people with physical disabilities in the area of Assistive Technology. A regional centre in Waterford serves the South East region, with an Assistive Technology and Specialised Seating department holding monthly clinics. This is an independent, free assessment service, where recommendations are made for Assistive Technology suitable to your needs and advice is also given on funding sources. The main areas of Assistive Technology for people with MS are alternative driving controls for power chairs, computer access,

environmental controls and alternative augmentative communication devices (AAC).

You may be referred to the CRC by your Primary Care Team or you can self-refer. You will then be assessed by staff at the Assistive Technology and Specialised Seating department who also work closely with community therapists such as Occupational Therapists and speech and language therapists. After being assessed you can try out the equipment recommended and confirm suitability before receiving a written recommendation, listing suppliers and price. You can then go about funding the equipment either via the HSE, workplace grant or your own funds.

Address: Central Remedial Clinic, Waterford Regional Hospital, Dunmore Road, Waterford

Tel: 051 301050

Fax: 051 301044

Email: info@crc.ie

www.crc.ie

Enable Ireland

Enable Ireland run both certified and customised Assistive Technology courses and seminars targeting people with disabilities, therapists, educators and employers. They aim to deliver more training to parents and families of people with disabilities as awareness of the benefits of Assistive Technology grows among this population. If you have a specific AT training requirement training can be customised.

Address: National Assistive Technology Training Centre, Enable Ireland, Ground

Floor, 1 Grand Canal Quay, Dublin 2

Tel: 01 6363600

Fax: 01 6779074

Email: slong@enableireland.ie

www.enableireland.ie

National Council for the Blind of Ireland (NCBI)

The NCBI provides information, advice and support to people with visual impairments. There is a Regional Resource Centre in the South East and NCBI branches throughout the South East. Their services include the provision and distribution of aids for the home, classroom and work environments, computer and adaptive technology training, sales, support and maintenance.

South East Regional Office

Address: NCBI, Lochrann House, Cinema Lane, Wexford

Tel: 053 9124556

www.ncbi.ie

NCBI Equipment Shop

Sales of low-tech equipment, Braille, writing and education aids, daily living aids, games and mobility aids. Mail order service available.

Address: NCBI Kilkenny, 44 Friary Street, Kilkenny

Tel: 056 7786816

Carlow and North Kilkenny

Address: NCBI Carlow, Teach Failte, Kilkenny Road, Carlow

Tel: 059 9130104

Kilkenny

Address: NCBI Kilkenny, 44 Friary Street, Kilkenny

Tel: 056 7763530

Tipperary South

Address: NCBI Tipperary, Hughes Mill, Suir Island, Clonmel, Co Tipperary

Tel: 052 6180702

Waterford

Address: NCBI Waterford, Cheshire Home, Waterford

Tel: 051 876999

Wexford

Address: Lochrann House, Cinema Lane, Wexford

Tel: 053 9122131

Assist Ireland

The Assist Ireland website contains information on assistive technology, aids and appliances and a directory of products available from Irish suppliers for people with disabilities and older people.

The website describes types of assistive technology, aids and appliances and how they can be used to assist people with disabilities and older people in their daily living. Each section describes any legislation that may be relevant, funding options, and explores the application of assistive technologies in different daily living situations eg employment, in the home, education, and communication. There is also a wide range of information sheets which describe specific types of equipment in more detail e.g. showers and shower accessories, and things to consider when choosing equipment.

Address: Assist Ireland, Citizens Information Board, Ground Floor, Georges Quay House, 43 Townsend Street, Dublin 2

Tel: 1890 277 478

SMS: 086 3837 644

Email: support@assistireland.ie
www.assistireland.ie

Ability Matters

This is a private clinic providing assessment, intervention and rehabilitation for clients with a range of diagnoses. The staff includes an Orthotist, Prosthetist, Physiotherapist and Occupational Therapist. A wide range of daily living and mobility aids are available for trial or to order with free advice from the Occupational Therapist. Other services include in-home assessments with follow up installation and training.

Address: Ability Matters, Cleaboy Business Park, Old Kilmeaden Road, Waterford

Tel: 051 337016

Fax: 051 337017

Email: info@abilitymatters.ie
www.abilitymatters.ie

Third Level Education

Third level educational institutions have their own funding sources for assistive technology. Contact the Access Officer of your institution as early as possible to inform them of your requirements. See Education and Employment section p. 59 for more details.

See also Transport section p. 39 for information on car adaptations

Contacts

Citizens Information Centres

LoCall: 1890 777 121

www.citizensinformation.ie

Carlow

Address: Carlow Citizens Information Service, St Catherine's Community Services Centre, St Joseph's Road, Carlow

Freephone: 1800 747 748

Tel: 059 9138750

Fax: 059 9131913

Email: carlow@citinfo.ie

www.carlowcitizensinfo.ie/

Outreach also available in Tullow.

Contact Carlow CIC for details.

Kilkenny

Address: Kilkenny Citizens Information Centre, 4 The Parade, Kilkenny

Tel: 1800 222 121 (Freephone) or 056 776 2755

Fax: 056 7720298

Email: kilkenny.cic@citinfo.ie.

Outreach also available in Callan,

Graiguenamanagh and Mooncoin.

Contact Kilkenny CIC for details.

Tipperary South

- Clonmel

Address: Clonmel Citizen's Information Centre, Market Place, Clonmel, Co Tipperary

Tel: 052 6122267

Fax: 052 6128546

Email: clonmel@citinfo.ie

www.tippcitizensinfo.ie

Outreach also available in Cahir, Carrick on Suir, Cashel and South Tipperary General Hospital. Contact Clonmel CIC for details.

- Tipperary Town

Address: Tipperary Citizens Information Centre, Community Centre, St Michael's St, Tipperary Town, Co Tipperary

Tel: 062 52102

Fax: 062 52102

Email: tipperary@citinfo.ie

www.tippcitizensinfo.ie

Waterford

- Dungarvan

Address: Dungarvan CIC, Scanlon's Yard Car Park, Dungarvan, Co Waterford

Tel: 058 44633

Email: dungarvan@citinfo.ie

- Waterford City

Address: Gladstone Street CIC, 14 Gladstone Street, Waterford

Tel: 051 304965

Fax: 051 876575

Email: gladstone@citinfo.ie

Address: Waterford Citizen's Information Centre, 37 Lower Yellow Rd, Waterford

Tel: 051 3511 33

Fax: 051 379102

Email: waterford@citinfo.ie

Outreach also available in Tramore

Wexford

- Enniscorthy

Address: Enniscorthy CIC, 26 Court Street, Enniscorthy, Co Wexford

Tel: 053 9237388

Fax: 053 9233746

Email: enniscorthy@citinfo.ie

- Gorey

Address: Gorey CIC, Unit 3, The Plaza, Pearse Street, Gorey, Co Wexford

Tel: 053 9422193

Fax: 053 9422479

Email: gorey@citinfo.ie

- Wexford Town

Address: Wexford Citizen's Information Centre, 28-29 Henrietta St, Wexford Town

Tel: 053 9142012
Freephone: 1800 744 487
Email: wexford@citinfo.ie

Citizens Information Board

Address: 4 The Parade, Kilkenny
Tel: 057 7765176
Fax: 056 7764211
Email: kilkenney@cibaord.ie
www.citizensinformationboard.ie

Disabled Drivers Association

Address: Ballindine, County Mayo
Tel: 094 9364054 or 094 9364266
Email: info@ddai.ie
www.ddai.ie

FÁS

Carlow

Address: FÁS Employment Services,
Hanover House, Hanover, Carlow
Tel: 059 9142605
Fax: 059 9141759

Kilkenny

Address: FÁS Employment Services,
MacDonagh Junction, Kilkenny
Tel: 056 7765514
Fax: 056 7764451

Tipperary South

Address: FÁS Employment Services, 2/3
Emmet Street, Clonmel, Co Tipperary
Tel: 052 6182240
Fax: 052 6182256

Waterford

Address: FÁS Employment Services, 56
Parnell Street, Waterford
Tel: 051 862900
Fax: 051 862916

Address: FÁS Training Centre, Waterford
Industrial Park, Cork Road, Waterford

Tel: 051 301500
Fax: 051 301511

Wexford

Address: FÁS Employment Service, St
Peter's Square, Wexford
Tel: 053 9123126
Fax: 053 9122785

Address: FÁS Employment Service,
Bridgepoint, Enniscorthy, Co Wexford
Tel: 053 9239300
Fax: 053 9239309

Address: FÁS Training Service,
Whitemills North Industrial Estate,
Wexford
Tel: 053 9143602
Fax: 053 9141718

Health Service Executive (HSE)

HSE Infoline Callsave: 1850 24 1850
www.hse.ie

Local Community Care Centre

Carlow

Address: Community Care Centre, Athy
Road, Carlow
Tel: 059 9136520

Kilkenny

Address: Community Care Centre,
James' Green, Kilkenny
Tel: 056 7784600

South Tipperary

Address: Community Care Centre,
Western Road, Clonmel, Co Tipperary
Tel: 052 6177000

Waterford

Address: Community Care Centre, Cork
Road, Waterford
Tel: 051 842800

Wexford

Address: Community Care Centre,
Grogan's Road, Wexford
Tel: 053 9123522

Hospitals with Neurology Units

Adelaide & Meath Hospital (AMNCH)

Address: Tallaght, Dublin 24
Tel: 01 414 2000

Beaumont Hospital

Address: Beaumont Road, Dublin 9
Tel: 01 809 3000

Cork University Hospital

Address: Wilton, Cork
Tel: 021 492 2000

Mater Hospital

Address: Eccles Street, Dublin 7
Tel: 01803 2000

St James' Hospital

Address: James's Street, Dublin 8
Tel: 01 410 3000

St Vincent's University Hospital

Address: Elm Park, Dublin 4
Tel: 01 209 4850 / 01 221 4000

Irish Wheelchair Association (IWA)

National Headquarters

Address: IWA, Áras Chúchulainn,
Blackheath Drive, Clontarf, Dublin 3
Tel: 01 818 6400
Fax: 01 833 3873
Email: info@iwa.ie
www.iwa.ie

National Mobility Centre

Address: National Mobility Centre,
Ballinagappa Rd, Clane, Co Kildare

Tel: 045 893094
Email: maats@iwa.ie
www.iwa.ie

IWA Centres

Carlow

Address: IWA, Teach Failte, Kilkenny
Road, Carlow
Tel: 059 914 0983
Email: carlow@iwa.ie

Kilkenny

Address: IWA, Claddagh Court, College
Road, Kilkenny
Tel: 056 7762775
Email: kilkenny@iwa.ie

Tipperary South

Address: IWA, Brodeen, Cashel Road,
Tipperary Town
Tel: 062 527 44
Email: tiptown@iwa.ie

Waterford

Address: IWA, Kilmacthomas Business
Centre, Kilmacthomas, Co Waterford
Tel: 051 295 655
Email: waterford@iwa.ie

Wexford

Address: IWA, Lochrann House, Cinema
Lane, Wexford
Tel: 053 9124578
Email: wexford@iwa.ie

Local authorities

Carlow

- Carlow County

Address: Carlow County Council,
County Offices, Carlow
Tel: 059 9170300
www.carlowcoco.ie

- Carlow Town

Address: Carlow Town Council, St Patrick's College, Carlow

Tel: 059 9138217

Kilkenny

- Kilkenny County

Address: Kilkenny County Council, County Hall, John Street, Kilkenny

Tel: 056 7752699

www.kilkennycoco.ie

- Kilkenny City

Address: Kilkenny Borough Council, City Hall, High Street, Kilkenny

Tel: 056 7794000

Tipperary South

Address: Tipperary South County Council, County Hall, Clonmel, Co Tipperary

Tel: 052 6134455

www.southtippcoco.ie

Waterford

- Waterford County

Address: Waterford County Council, Civic Offices, Davitts Quay, Dungarvan, Co Waterford

Tel: 058 22000

www.waterfordcoco.ie

- Waterford City

Address: Waterford City Council, City Hall, The Mall, Waterford

Tel: 051 309900

- Dungarvan Urban Area

Address: Dungarvan Town Council, Civic Offices, Davitts Quay, Dungarvan, Co Waterford

Tel: 058 41111

Wexford

- Wexford Town

Address: Wexford Town Council, Crescent Quay, Wexford

Tel: 053 9166900

www.wexford.ie

- Gorey Area

Address: Wexford County Council Offices, Market Square, Gorey, Co Wexford

Tel: 053 9483800

- Enniscorthy Area

Address: Market Square, Enniscorthy, Co Wexford

Tel: 053 9233540

- New Ross Area

Address: The Tholsel, New Ross, Co Wexford

Tel: 051 421284

MS Societies

MS Society of Ireland National Office

Address: MS Society of Ireland, 80 Northumberland Road, Dublin 4

Tel: 01 6781600

Information Line **LoCall:** 1850 233 233

Fax: 01 678 1601

Email: info@ms-society.ie

www.ms-society.ie

MS Society of Ireland South East Regional Office

Address: MS Society of Ireland South East Regional Project, Walkin Street, Kilkenny

Tel: 056 7777771

Fax: 056 7751564

Email: southeast@ms-society.ie

MS Society UK

Address: MS National Centre, 372 Edgware Road, London, NW2 6ND

Tel: 0044 20 8438 0700

Fax: 0044 20 8438 0701

Email: helpline@mssociety.org.uk

www.mssociety.org.uk

Multiple Sclerosis International Federation

Address: 3rd Floor Skyline House, 200 Union Street, London, SE1 0LX

Tel: 0044 120 7620 1911

Fax: 0044 120 7620 1922

Email: info@msif.org

www.msif.org

European Multiple Sclerosis Platform

Email: secretariat@emsp.org

www.ms-in-europe.org

MS Society of Canada

email: info@mssociety.ca

www.mssociety.ca

National MS Society (US)

www.nationalmssociety.org

Revenue

Office of the Revenue Commissioners, East & South East Region

Address: PAYE Mail Centre, P.O. Box 1, Rosslare Harbour, Co Wexford

Tel **LoCall:** 1890 444 425

Fax: 1890 44 44 66

Email: esepaye@revenue.ie

www.revenue.ie

District Revenue Offices

Kilkenny

Covers counties Carlow, Laois and Kilkenny, but excludes South Kilkenny.

- Kilkenny

Address: Government Offices, Hebron Road, Kilkenny

Tel: 056 7783700

Email: kilkenny@revenue.ie

- Carlow

Address: 6/8 Staplestown Road, Carlow

Tel: 059 9153501

Email: kilkenny@revenue.ie

Waterford

Covers the county of Waterford, the Clonmel area of South Tipperary and South Kilkenny.

- Waterford

Address: Government Offices, The Glen, Waterford

Tel: 051 862100

Email: waterford@revenue.ie

- Dungarvan

Address: Civic Offices, Dungarvan, Co Waterford

Tel: 058 48154

Email: dungarvan@revenue.ie

- Clonmel

Address: The Quay, Clonmel, Co Tipperary

Tel: 052 70270

Email: clonmel@revenue.ie

Wexford

Covers county Wexford

Address: Government Offices, Anne Street, Wexford

Tel: 053 9149300

Email: wexford@revenue.ie

Social Welfare

Department of Social Protection

Tel: 1890 202325 – Leaflet and

Document request service

www.welfare.ie

Social Welfare Local Offices & Branch Offices

Carlow

- Carlow Town Local Office

Address: Kennedy Avenue, Carlow

Tel: 059 9170170

- Bagenalstown Branch Office

Address: Regent Street, Muine-Bheag

Tel: 059 9722940

Fax: 059 9721222

- Tullow Branch Office

Address: Abbey Street, Tullow

Tel: 059 9152500

Kilkenny

- Kilkenny Local Office

Address: Government Buildings, Hebron Road, Kilkenny

Tel: 056 7720350

- Thomastown Branch Office

Address: Lowe Street, Thomastown

Tel: 056 7754080

South Tipperary

- Clonmel Local Office

Address: Harbour House, New Quay, Clonmel

Tel: 052 6170220

- Cahir Branch Office

Address: Market Yard, The Square, Cahir

Tel: 052 7445200

- Cashel Branch Office

Address: Bohermore, Cashel

Tel: 062 64220

- Tipperary Town Branch Office

Address: 8 Church Street, Tipperary

Tel: 062 80230

Waterford

- Waterford City Local Office

Address: Cork Road, Waterford

Tel: 051 356000

- Carrick-on-Suir Branch Office

Address: 55 New Street, Carrick-on-Suir

Tel: 051 601190

- Dungarvan Branch Office

Address: 3 Friary Street, Dungarvan

Tel: 058 20540

Wexford

- Wexford Town Local Office

Address: Anne Street, Wexford

Tel: 053 9165400

- Enniscorthy Branch Office

Address: Captain Weafer Hall, Springvalley, Enniscorthy,

Tel: 053 9242900

- Gorey Branch Office

Address: Thomas Street, Gorey

Tel: 053 9430040

- New Ross Branch Office

Address: Cross Street, New Ross

Tel: 051 440910

Feedback Welcome

Please email or post any changes in details of regional services that might be included in future publications when updating this Directory.

- Health & Wellbeing
- Finance & Budgeting
- Transport
- Accommodation & Housing
- Education & Training
- Employment & Career
- Law & Equality
- Insurance & Assurance
- Assistive Technology, Aids & Appliances



Supporting people with disabilities in the South East

Citizens **Information** Board
information · advice · advocacy



Drop in

Citizens Information Centres in the South East

Carlow: 059 9138750 and 1800 747121
Kilkenny: 056 7762755 and 1800 222121
Tipperary: 052 6122267 (Clonmel)
Waterford: 051 351133
Wexford: 053 9142012

Lo-Call

Citizens Information Phone Service **1890 777 121**

Open from 9.00am to 9.00pm, Monday to Friday

Log On

Website: www.citizensinformation.ie

Citizens Information Board Regional Office
4 The Parade, Kilkenny. Tel: 056 7765176



The Multiple Sclerosis Society of Ireland

Regional Contacts

South East Project, Walkin Street, Kilkenny
South East Landline: 056 - 77 77 77 1
South East Fax: 056 - 77 51 56 4
General Email: southeast@ms-society.ie
Emails: katieh@ms-society.ie deborahc@ms-society.ie
For details of your local Voluntary Branch contact
the MSI website or South East Regional office

National Contacts

The MS Society of Ireland
80 Northumberland Road, Dublin
Tel: 01 678 1600
National MS Information Line LoCall: 1850 233233
MS Care Centre: 01 4906234
National website: www.ms-society.ie.
Charity No: 5365

International Contacts

Multiple Sclerosis International Federation (MSIF)
3rd Floor Skyline House, 200 Union Street, London, SE1 0LX
Tel: 0044 120 7620 1911
Fax: 0044 120 7620 1922
Email: info@msif.org
www.msif.org